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**FACTORS INFLUENCING THE CUSTOMER TO ADOPT
E-BANKING: A STUDY OF FULL-FLEDGED ISLAMIC BANK
IN NORTHERN REGION OF MALAYSIA**



MASTER IN ISLAMIC FINANCE AND BANKING
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A STUDY OF FULL-FLEDGED ISLAMIC BANK IN
NORTHERN REGION OF MALAYSIA**



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**Research Paper Submitted to the
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
In Partial of the Requirement for the
Master in Islamic Finance and Banking**



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ABSTRACT

Electronic banking or known as e-banking is not a new phenomenon to the people nowadays. Developments in information technology and telecommunications have set in motion an electronic revolution in the Malaysian banking sector. Starting with the Automated Teller Machines (ATM) in 1970s till the introduction of Internet banking in the year 2000s, electronic banking has become an important product and services provided by the banking institutions including Islamic banks in Malaysia. This study aims to explore the factor influencing the customer to adopt e-banking in Islamic bank. The determinants obtained by the researcher from the previous studies are perceived ease of use, security, speed, and fees and charge. Questionnaires are distributed to 400 customers of Islamic banks. Out of total 400 respondents, 376 questionnaires were usable. The finding shows all the independent variables are positive correlated with customer to adopt e-banking. Analysis shows all the determinants have a positive relationship with the customers to adopt e-banking in Islamic banks. This result reported in this research are useful the bankers to improve their system and giving consumers an awareness of the advantages of using product and services in Islamic bank. In future research, other variables can be explored to study on the researcher recommended to specific categories of customer bank which is from the generation Z because they born and grow up in digital era with a variety of sophisticated technologies. In addition, from that study can identify the awareness about religiosity and the halal product and services among the young generation.

Keywords: Electronic Banking, Islamic Banking Institutions, adoption

ABSTRAK

Perbankan elektronik atau dikenali sebagai e-banking bukan fenomena baru kepada rakyat sekarang ini. Perkembangan dalam teknologi maklumat dan telekomunikasi telah menggerakkan revolusi elektronik dalam sektor perbankan Malaysia. Bermula dengan Automated Teller Machines (ATM) pada tahun 1970-an hingga pengenalan perbankan Internet pada tahun 2000, perbankan elektronik telah menjadi produk dan perkhidmatan penting yang disediakan oleh institusi perbankan termasuk bank Islam di Malaysia. Kajian ini bertujuan untuk meneroka faktor yang mempengaruhi pelanggan untuk menerima pakai e-perbankan di bank Islam. Penentu yang diperoleh oleh penyelidik dari kajian terdahulu dianggap kemudahan penggunaan, keselamatan, kelajuan, yuran dan caj dan agama. Soal selidik diedarkan kepada 400 pelanggan bank Islam. Daripada 400 responden, 376 soal selidik boleh digunakan. Penemuan menunjukkan semua pemboleh ubah bebas adalah positif berkait rapat dengan pelanggan untuk menerima pakai e-perbankan. Analisis menunjukkan semua penentu mempunyai hubungan positif dengan para pelanggan untuk mengadopsi e-perbankan di bank Islam. Hasilnya yang dilaporkan dalam kajian ini berguna untuk staf bank memperbaiki sistem mereka dan memberi pengguna kesedaran tentang kelebihan penggunaan produk dan perkhidmatan di bank Islam. Dalam penyelidikan masa depan, pemboleh ubah lain boleh diterokai untuk mengkaji penyelidik yang disyorkan untuk kategori tertentu bank pelanggan yang berasal dari Z generasi kerana mereka dilahirkan dan dibesarkan di era digital dengan pelbagai teknologi canggih. Di samping itu, dari kajian itu dapat mengenal pasti kesedaran mengenai keagamaan dan produk dan perkhidmatan halal di kalangan generasi muda.

Kata kunci: Perbankan Elektronik, Institusi Perbankan Islam, Pengangkutan

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LIST OF ABBREVIATION

ATM	Automatic Transfer Machine
BIMB	Bank Islam Malaysia Berhad
BNM	Bank Negara Malaysia
ICT	Communication And Technology
IFSB	Islamic Financial Services Board
ISDN	Integrated Services Digital Network
KMO	Kaiser-Meyer-Olkin
PC	Personal Computer
SPSS	Statistical Package For The Social Science
TAM	Technology Acceptance Model
TPB	Theory Of Planned Behavior



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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter briefly discusses the overview of e-banking services offered to the customer of Islamic bank in Malaysia. Hence, the background of this study is about the progress of the e-banking itself which is from the development of internet to introduce of the products and services in banking system which is known as e-banking. In addition, the background of this study is focuses on e-banking in the Islamic banking. This section is also highlighted to the problem statement, research questions and research objectives of this study, significant of study, the scope of the study, limitation of the study, definition of key term that used in this research paper and lastly organization of the study.

1.2 Background of the study

E-banking come from the word electronic banking, which is considered as an activity that transacts, payments, and other transactions via the internet using a website owned by a security system. Based on the summary of transaction in e-banking payment by Bank Negara Malaysia (2017), the transaction of e-banking payment include Automatic Teller Machine, Cash Deposit Machine, internet banking, mobile banking, credit card and others transaction. According to Akinci et al. (2004), in banking world, developments in information technology give a major impact on the development of more flexible

payment methods and more user-friendly banking services. Electronic payment systems are, the new development and dissemination of this technology by financial institutions is expected to produce more efficient banking system. However, e-banking is the transformation of the technology in banking which is the transaction through the digitally interacts with connecting devices or computer by using internet without need a human contact like accounting or bankers.

The transformation of the electronic banking in the main aspects of banking, such as the banking business elements, products and services provided by banking institutions, the environment in which banking services are delivered, and the systems and technologies used by banking institutions. According to Shaari and Ali (2005), the electronic revolution of banking sectors in Malaysia now is more apparent as the bank strives to keep abreast of communication and technology (ICT), information and development. However, people use and make the e-banking transaction in their daily life because the services option which is feeling more control, save time and convenient.

According to Oseni and Omoola (2017), the electronic banking platform currently used is based on the e-commerce concept that has grown rapidly over the past decade to an increase in the number of individuals connected to the internet. In addition, e-banking is open 24 hours operation across geographical areas and boundaries. Convergence resolution of disputes and ICTs can be used to maximize the growth of e-banking platforms, particularly Islamic financial services that involve online transactions.

Kolodinsk et al. (2004) stated in their study that there are some of technologies are matures like ATMs which have been used for 30 years. However, some of the newer technologies that use in the bank institution like mobile banking and personal computer (PC) banking have not become mainstreams. E-banking has been implemented since 1980's which can be considered as the first evidence of the emerging electronic banking when Malaysia introduced Automated Teller Machines (ATM) (Guru et al., 2000). Shah and Clarke (2009) stated that e-banking means the provision of information about services and bank via the homepage based on the World Wide Web which can be used to describe all type of provision for financial services by organization to the customers.

Poon (2007) found that deregulation has allowed a higher level of competition. With the development of the internet and the usage of computers, electronic banking services become ideal for banks to get the customer expectations. Correspondence with the revolutionary component of the electronic market, Malaysia has developed e-banking services since middle of 2000. In addition, move towards the industrialized country with the economy knowledge as the background, the personal computer (PC) and the practicing of online in Malaysia turning into a trend. According to e-banking in Islamic bank, Lo and Leow (2014) stated that Islamic banking was growing very fast since three decades around the world which both Muslim and non-Muslim manage to acceptance it. The services in Islamic bank become the attractive alternative and preferred by the customer because of convenience and saving time. Islamic banking is the popular delivery channel for banking services in the cyber age. Based on this era with the

sophisticated technology, the customer prefer to the e-banking including online services because faster and less of cost.

According to Dixon and Nixon (2000), technology turns in everything which the technological reality allowing the development of secures the transmitting systems over the wide-open world of the internet. The positive development in Islamic banking institution in Malaysia, which may called the digital economy bringing the Islamic banking institution rapidly create the new forms of businesses and virtual supply and service channels like e-banking. However, it is expected that Islamic banking institution have to upgrade their system from time to time according to the development of the country. Thus, this study is to identify the factors influencing the customer to adopt e-banking in Islamic bank which is all the transaction and services is follow the guideline of *shariah* compliant.

Services of e-banking in Islamic bank

According to Cheng et al. (2006), e-banking in that the latter is a higher level of activity that encompasses not only online banking but also ATM, mobile banking, and others electronic payment systems that are not operate through the Internet. Gerrard and Cunningham (2003) found that the vital of self- services technology focused on the certain aspects of the adoption process relating to ATM, mobile banking and internet banking. Idris et al. (2011) stated that there are sixteen Islamic banks in Malaysia include

six foreign Islamic banks which all system of banking that complies with *Shariah* Law.

Table below shows the Islamic banks that offer e-banking services:

Table 1.1: Summary of Islamic bank offering e-banking services

No	Islamic bank	ATM	Mobile banking	Internet banking	Card credit
1	Affin Islamic Bank Berhad	√	√	√	
2	Al Rajhi Banking & Investment Corporation (Malaysia) Berhad	√	√	√	
3	Alliance Islamic Bank Berhad	√	√	√	√
4	AmIslamic Bank Berhad	√	√	√	√
5	Asian Finance Bank Berhad	√			
6	Bank Islam Malaysia Berhad	√	√	√	√
7	Bank Muamalat Malaysia Berhad	√	√	√	
8	CIMB Islamic Bank Berhad	√	√	√	√
9	HSBC Amanah Malaysia Berhad	√	√	√	√
10	Hong Leong Islamic Bank Berhad	√	√	√	
11	Kuwait Finance House (Malaysia) Berhad	√		√	
12	Maybank Islamic Berhad	√	√	√	√
13	OCBC Al-Amin Bank Berhad	√	√	√	
14	Public Islamic Bank Berhad	√	√	√	√
15	RHB Islamic Bank Berhad	√	√	√	√
16	Standard Chartered Saadiq Berhad	√	√	√	

Source: Bank Negara Malaysia

- Automatic Teller Machine (ATM)

Shanmugam and Guru (2003) stated that the traditional understanding about the e-banking in Malaysia is when the customer use the ATMs for check balance and make withdraws. However, the public awareness of e-banking among consumers has increased and so people are ready to migrate to technology applications. Guru et al. (2000) stated that Malaysia introduce ATM as the first evidence of emerging e-banking on 1980's. Hooy and Chan (2014) in their study about technological innovation in services and the efficiency of Malaysian Commercial Banks, Automated Teller Machine (ATM) established since 1980s to electronic banking and electronic cards in the 1990s. ATM does not only provide serves to withdraw cash, but it also offers multi-purposes functions which include credit upload and bill payments. This could be possibly explained by the fact that the function of ATM nowadays is much more sophisticated than those in the 1990s. Nowadays, besides cash withdraw and checking account balances, customers can also purchase pre-paid cell phone credit, pay routine bills, transferring funds, paying Touch 'n Go reload and others. All these terminals facilitate customers to do banking activities without constraint to office hours.

- Mobile banking

Mahad et al. (2015) in their study of the effect of perceived trust of mobile banking services in Malaysia, mobile banking is known as the usage of cellular phone or mobile gadgets to conduct the tasks of online banking using a personal computer, such as transfer of money between accounts, reviewing the balance in the account, fund transfer

and bill payments. The penetration rate of mobile banking in Malaysia is still in the minority compare to the total number of cellular telephone subscriptions. The issue of trust that may affect the user's to adopt the mobile banking services.

- Internet banking

Sadeghi and Hanzee (2010) stated that internet banking differs from various aspects of traditional branch banking. One of the most notable differences is related to the bank's information processing system. Previously, customers had contacts with bank front desk workers, who had access to bank information systems. In addition, internet banking user performs transactions online like check account balance and transaction history, transferring funds between accounts, request credit card advances, pay bills, order checks and manage investments and trade stocks immediately by only using the internet banking without need the customer to go to the place to make the transaction or any payments. Internet banking is also involved other financial services such as submit loan applications, deposit cash, share trading and others.

- Card credit

According to the company, Malaysia is an ideal market for credit cards in the region due to its large and growing educated population. The previous research by Ramayah et al. (2002) about cardholders' attitude and bank credit card usage in Malaysia showed that out of the 7.5 million Malaysian with bank accounts, a million of them were eligible for

credit cards. As compared to other Southeast Asian countries, Malaysia still remains an attractive market for Visa International to expand their business. According to new statistic by Bank Negara Malaysia (2017), the value of credit card showed the increasing consistently from 99.7 on 2013 to 118.5 on 2016. The credit card issuers are subject to the guidelines on credit card operations issued by Bank Negara Malaysia which include the requirements like the minimum age for principal card holder shall be 21 years old. Second requirement is the minimum income required of MYR1,500 per month or MYR18,000 per annum. Third requirement is minimum monthly repayment of 5 percent of the outstanding balance and lastly the maximum finance charge shall be 1.5 percent per month and 18 percent per annum. Regarding table 1.2 shows there are Islamic bank that provide issued card credit services to the customer which is purely *Shariah* compliant where no transaction that prohibited in Islam. In addition, it is underlying principle under *tawarruq* concept.

1.3 Problem Statement

The statistic among Malaysian consumer acceptance of e-banking services increased every year. Poon (2007) stated that in 2005, 1.9million the usage of online household, with 26.4 PC penetrations per 100 households and 21.1 thousand Integrated Services Digital Network (ISDN) subscribers. However, there are some of them did not use e-banking system despite their availability because of lack knowledge about e-banking usage. Based on the official portal of the department statistics Malaysia, in 2017, the population of Malaysian is 32 million. Thus, the increasing of the population year by year

showed that the vital for bankers to comprehend and upgrade the usage of e-banking system according to the progress and develop of country. In addition, well-functioning payment system is essential for efficient financial market operations as well as for supporting the Malaysian economy. In several years, the transition of electronic payments always increases rapidly in tandem with advancements in technology. Thus, the efficient and safety payment system is vital objective of Bank Negara Malaysia.

Table 1.2

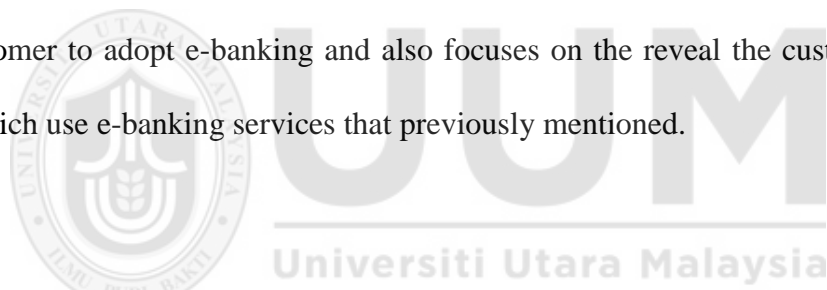
Summary volume of transaction of e-banking payment

Year	ATM (RM million)		Mobile	Internet	Credit card
	Payment transaction	Cash withdrawals	banking (RM million)	banking (RM billion)	(RM billion)
2006	1.8	313.9	0.9	33.5	184.6
2007	20.6	378.4	1.4	62.6	208.8
2008	21.5	470.9	1.6	84.9	261.4
2009	24.7	502.3	2.5	110.2	276.1
2010	38.8	518.8	2.3	153.3	294.9
2011	42.1	556.8	13.6	198.4	316.9
2012	43.0	565.7	59.8	227.3	325.3
2013	42.4	626.2	140.4	269.8	332.4
2014	51.3	687.8	213.9	350.7	345.7
2015	68.7	705.9	412.7	453.7	359.6
2016	71.3	761.3	742.4	588.3	383.8

(Bank Negara Malaysia, 2017)

Statistic usage of e-banking by Bank Negara Malaysia (2017) indicates that the cash withdrawals and payment transactions from ATM machines increased with the total amount of RM315.7 million in 2006 to RM832.6 million in 2016. While the amount of mobile banking service showed a rapid increment of usage in 2016 with the total amount

of RM742.4 million compared to only RM0.9 million in 2006. Parallel with the amount for usage of internet banking that also increased to RM588.3 billion in 2016 compared to RM33.5 billion in 2006. Lastly, the statistic usage of e-banking for credit card show the increasing from RM208.8 billion in 2006 to RM383.8 billion in 2016. It shows the differences volume of transaction of e-banking payment. The lowest amount of usage is credit card and ATM shows the highest usage according to the statistics from the Bank Negara Malaysia, 2017. According to the statistic, many factors that affect the customer to use the technologies depending on their convenient. However, these statistics do not reflect the using of e-banking in Islamic banks because it comprises all banking institutions in Malaysia. Thus, this study actually want to describe the factors influencing the customer to adopt e-banking and also focuses on the reveal the customer of Islamic bank which use e-banking services that previously mentioned.



Finance Deputy, Datuk Ahmad Maslan said in opening of Bank Tech Asia 2013 Conferences and Exhibition that the total penetration rate of Internet Banking subscribers is 14.6 million, comprising 300,000 of corporate sector and 14.3 million individual. Therefore, it becomes 49.1 percent rate of the penetration to our population. Hence, Datuk Ahmad Maslan adding to his speech that the increasing sophistication in the financial services sector, particularly banking, and requires technological advances to facilitate transactions (the Sundaily, 2013). Therefore, overall statistics above show an increasing use of e-banking among customers consisting of the corporate sector and individuals.

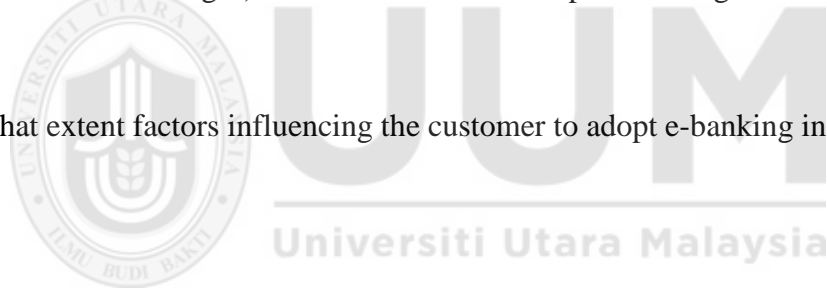
Poon (2008) stated about the “*shariah*” rule of Islamic e-banking or legal supporting in the product and services operation. Therefore, Poon (2008) suggested a study of the non-users’ view about of e-banking in Islamic banking institution where there are almost 260 Islamic banking institutions in 76 countries with the US\$200 billion in the system. The focuses of the intention adopt e-banking; thus, the banks can create the marketing strategies to attract the customer intention and acquire the new users towards their services and products. Cheng et al. (2006) stated that the vital of this is study is the factor that influencing the users’ adoption of e-banking and investigating the customer behavior on the use of new Islamic banking services. In addition, the relations of the upgraded of the technology give the impact to the increasing of the costumer that uses the e-banking services

As a result of the above issues, this study focuses to survey the factor influencing the customer to adopt e-banking in Islamic banking institution. This study examined the relationship of the factors, perceived ease of use, security, immediacy, also fees and charge with the customer to adopt e-banking services in Islamic banking. Factors influencing perceptions will also be discussed in this study.

1.4 Research Questions

The key research questions to be addressed in this study are as follows:

- i. Are there any differences between demographic factors (gender, age, marriage status, level of education, field of occupation, monthly income, internet accessibility at home or office and level of computer literacy) with the customer to adopt e-banking in Islamic bank?
- ii. Is there any correlation between the determinants (perceived ease of use, security, speed, and fees and charges) and the customer to adopt e-banking in Islamic bank?
- iii. To what extent factors influencing the customer to adopt e-banking in Islamic bank?



1.5 Research Objective

The main objective of this study is to identify the most influential factors of customers' adoption among Muslim customers towards e-banking offered by the selected Islamic banks. The main objective of research is then sub-divided into supplementary objective which are the following:

- i. To examine the differences between demographic factors and customers' adoption towards e-banking in Islamic bank.
- ii. To investigate the correlation between the determinants and customers to adopt e-banking in Islamic bank.
- iii. To identify the factors influencing the customer to adopt e-banking in Islamic bank.

1.6 Significant of study

This study will find the valuable information to the relevant parties as below:

i. Customer of Islamic Banking

The theoretical model of this study may give an awareness and knowledge to the community especially Muslim customer of Islamic Banking. They will know the goodness and advantage of e-banking in Islamic Banking where the institution follows the flow of transformation based on the intellectual era. In addition, the cost and limited time of customer can be reduced then need to go to the bank for make any financial transactions.

ii. Islamic Banking Institution

The finding of this study may give an idea to the Islamic Banking Institution regarding the factors influence the users' adoption towards e-banking in Islamic banking institutions. Thus, the Islamic financial services can take action in order to attract for improve the quality of their product based on the customer preference. Furthermore, based on the finding of this study, banks can attract the customer by maximize their profit by using e-banking as a technology investment.

iii. Research area

This study is also may become as an alternative guideline for the future researchers in identifying the determinants users' adoption towards e-banking in Islamic banking institutions. In addition, this study is carried out the factors that

obtain on Islamic banking institution while others studies are general to all bank include the conventional bank.

iv. Students and academician

This study also will be beneficial to the students and academicians who are interest to conduct the same types of research to serve as references to them.

1.7 The Scope of the Study

The aim of this study is to determine determinant factors that influence the customer to adopt e-banking in Islamic banks in Kedah which is located at the northwestern part of Peninsular Malaysia. This research focuses to the customer of Bank Islam Malaysia Berhad (BIMB) and Bank Muamalat Malaysia Berhad that located in the develop town in Kedah which is Alor Setar. The state covers a total area of over 666km² which have population 405,523 (2010). Statistics by Bank Negara Malaysia (2017), total internet banking subscribers is 22.8 million which is 22.0 million for individual and 0.8 million for corporate. It is about 71.9 percent of penetration to population. In 2016, the number of subscribers for mobile baking is 8,944,700. The penetration rate for the population is 28.0 percent.

This study will focus to the Muslim's customers of Islamic Banking in Kedah. The population of Kedah in 2010 is 77.2 percent of Muslim, 14.2 percent Buddhist, 6.7 percent is Hindu, and 1.1 percent is Christian, Taoist or Chinese religion followers and

non- religious. It is crucial to study on Muslim's customer on their perception. This is because as a Muslim's customer, they have to make sure the products and services are permissible. In addition, this study is about the customers' adoption towards e-banking in Islamic bank. Therefore, the researcher assumes that they are able to answer the questionnaires very well. In other word, they are usable as most items are adequately respondents.

In this study, the dependent variable is the factors that influencing the customers to adopt e-banking in Islamic bank while, independent variables are perceived ease of use, security, immediacy, also fees and charges. The relationship between independent variables and factors influencing among Muslim's customer adoption towards e-banking in Islamic banking institutions will also be highlighted in this study.

1.8 Limitation of the Study

This study has several limitations. This study has constraints on time and cost to finish this study. The outcome of this study does not represent all customers in Kedah whereas it is focused on the Alor Setar city which is the main city in Kedah. The Islamic bank that researcher choose are Bank Islam Malaysia Berhad (BIMB) and Bank Muamalat Malaysia Berhad. In addition, the data collection process is also a struggle as most respondents refuse to cooperate and commit to answer the questionnaire. Some questionnaires distributed were not completed as some respondents hesitated to cooperate with researchers who contributed to inadequate responses. Despite the limitations, the

findings of this study will provide valuable information in identifying the factors influencing the usage of e-banking in Islamic financial institution.

1.9 Definition of Key Term

The researcher will present a short description of the terms which help to understanding of meaning and able to understand easily the contents of the whole of this thesis.

- i. Adoption : Term adoption is refers to someone that use, acceptance and continued use of services, products, and ideas (Sathye, 1999).
- ii. E-banking : Virtual banking. E-banking is an electronic service that enables customer to access bank account and to carry out online banking services for 24 hours a day. It is also known as an activity that transacts, payments, and other transactions via the internet with a website owned by a security system. Based on Bank Negara Malaysia, the transaction of e-banking are Automatic Teller Machine, Cash Deposit Machine, bill transfer, mobile banking, online banking and other application such as application loan and credit card among users in Islamic bank.
- iii. Islamic banking institution: Islamic bank is contrast to conventional bank which is involve the services and product by institution that offering the Islamic financial services for *Shariah* approved economic activities and all the transaction in based on *Shariah*- complaints' contract (Bank Islam Malaysia Berhad, 2010).

1.10 Organization of the Study

This research paper has five chapters. Chapter one presented overall view about the background of the study, research problem and research area. Furthermore, this chapter also is outlined of the research questions and research objective, significant of the study. Followed the scope of study, limitation of the study, definition of key terms and finally for this study is provided the organization of the study.

Second chapter described the literature review which is been highlighted from the earlier research. The literatures contain the discussion about factor influencing the customer to adopt e-banking in Islamic bank. This chapter explain more detail about the structure of the research framework that use in this study. Lastly, the hypothesis that will tested later also discuss in this chapter.

Third chapter describe the methodology which consists research design, population of study, sampling techniques, measurement of the variable which is perceived ease of use, security, speed, and fees and charges and factor influencing the customer to adopt e-banking, questionnaire development, validity test and data screening. This chapter also explained the data analysis technique and data collection process.

Fourth chapter explained the profile of respondent, result of reliability analysis and the factor of analysis. In this chapter provided the outcome of this study. In addition, it also interpreted the Multiple Linear Regression analysis and Pearson Correlation analysis using SPSS software (Version 21). Lastly, this chapter will discuss the result of the hypothesis.

The last chapter of this study which is the fifth chapter discussed the finding of data analysis based on research hypothesis. This chapter explained the implication of research findings and the limitations. Finally, the end of this study is recommendations for the future research.



1.11 Conclusion

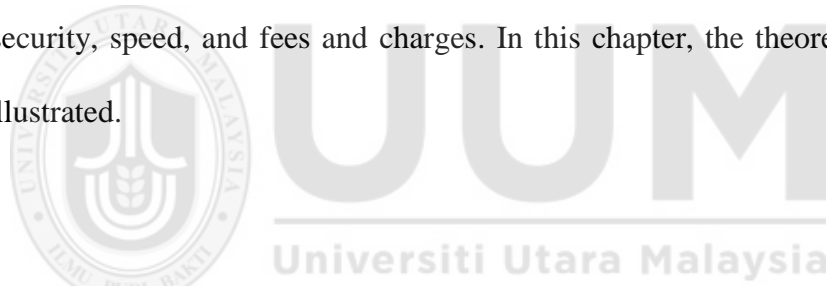
This chapter presented the overall of the view about outline of the research executive. This chapter is focuses to the main questions about research area on the factors influencing the customers to adopt e-banking in Islamic bank. This chapter contained the background of this study, problem statement, research questions, research objectives, significant of study, scope and limitation of study. Furthermore, the definition of key term and organization of the study were described in this chapter. The next chapter discussed about literature review.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

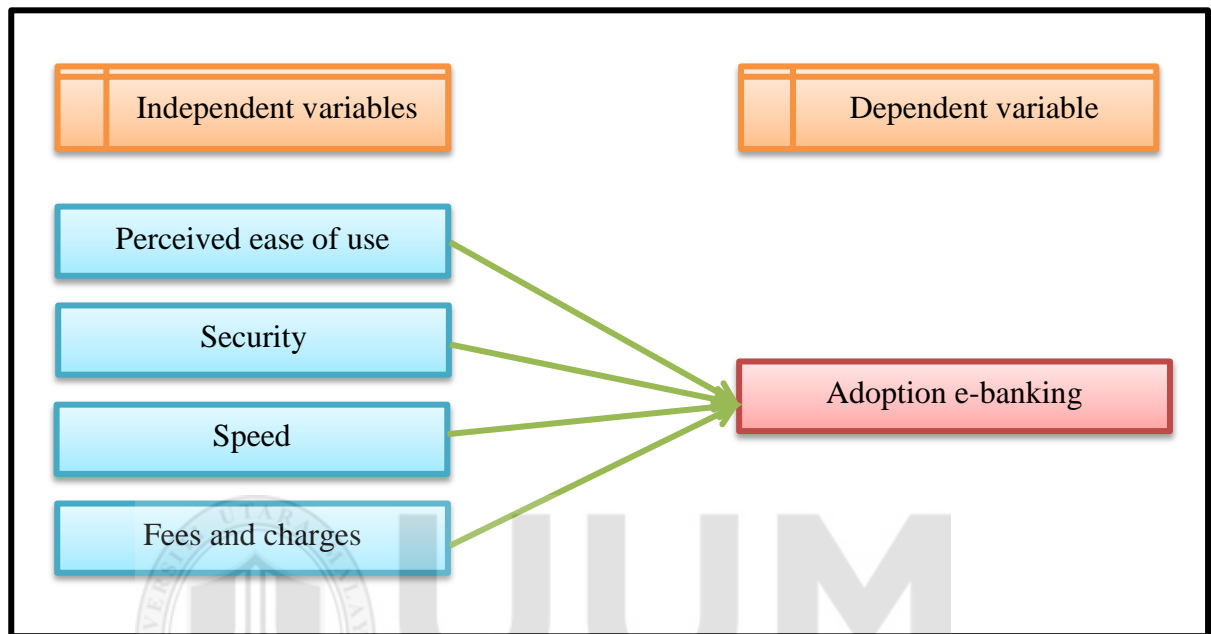
This chapter contains the literatures that have been explored from the previous studies. Sekaran (2003) stated that literature review is a documentation of inclusive opinions from a work published of the institute and acquired from secondary data resources in a particular field of researcher. This chapter hence will discuss the previous literature related to the factors influencing towards adoption of e-banking which are perceived ease of use, security, speed, and fees and charges. In this chapter, the theoretical framework will be illustrated.



2.2 Theoretical Research Framework

Based on the research framework in figure 2.1 below, this research is designed to determine the relationship and the factors that influence the perceived ease of use, security, immediacy, also fees and charges with the adoption e-banking among the customer of Islamic bank. Furthermore, the literature review that relate with the variables also will discuss in this chapter. This study have four (4) variables, namely perceived ease of use, security, immediacy, also fees and charges as independent variables. In addition, the dependent variable of this study is the adoption e-banking.

The figure 2.1 showed the relationship between the independent variables and dependent variable.



Figures 2.1: Theoretical Framework of variables are related to the factors influencing the customer to adopt e-banking in Islamic bank

Table 2.1: Summary of literature review from the previous study

No	Topic/Author	Sample	Factors	Findings
1	Users' adoption of e - banking services: the Malaysian perspective Poon (2007)	Out of 500, 324 usable responses received	-Convenience -Accessibility -Availability -Security -Privacy -Design -Content -Speed	-Privacy and security factors play an important role in determining the users' adoption of e-banking services Only design had no significant
2	Acceptance of e-banking among adult customers: An empirical investigation in India Dixit & Datta (2010)	200 respondents	-Security -Trust -Innovativeness -Familiarity -Awareness	The finding shows that security, trust and familiarity most affect the acceptance of e-banking services among Indian customer
3	The adoption of electronic banking technologies by US consumes Kolodinky (2004)	1002 respondents	Use theory of TAM (Technology Acceptance Model)	High income, younger respondent, single household and educated individual increased the adopting and using e-banking technology
4	Adoption of internet services in the acceding and candidate countries, lessons from the Internet Banking cases Centeno (2004)	-	-Penetration -Skills -Attitude towards technology -Trust -Security	Classification of Internet banking adoption factor: 1)Access technology and infrastructure 2)Sectors specific retail banking factors

5	Critical Success Factors for the adoption of e-banking in Malaysia Sohrabi et. al (2013)	268 respondents (Random sampling)	-Trust -Cost -Privacy -Security	Trust and privacy concern the highest effect towards adoption of e-banking
6	Religious value as the main influencing factor to customer patronizing Islamic Bank Idris et. al (2011)	250 respondent (customer Islamic bank)	-Religious value -Cost -Security -Attractiveness	The study has revealed that religious value stands as the most important factor to academicians who patronize Islamic banks especially those from Peninsular Malaysia
7	Perceive usefulness, perceives ease of use and user acceptance of information technology Davis (1989)	152 users	TAM - Perceives ease of use -Perceive usefulness	Both of perceives ease of use and perceive usefulness are determinant the user acceptance of information technology
8	Analysis of factors influencing customers' intention to the adoption of e-banking service channels in Bahir Dar City: an integration of TAM, TPB and PR Takele &Sira (2013)		-Perceives ease of use -Perceive usefulness -Perceive behavior -Attitude -Subject norms -Perceived risk	Significant: -Perceives ease of use -Perceive usefulness -Attitude Not significant: -Perceived behavior control -Subject norm -Perceived risk

*TAM: Predict users acceptance of new technology, attitude, perceived ease of use & perceive usefulness -Researcher choose this theory (Adoption=Acceptance)

*TPB: Intention and control the behavior

9	A theoretical extension of the technology acceptance model: Four longitudinal field studies Venkatesh & Davis (2000)	156 respondents	-Perceives ease of use -Perceive usefulness	-Easier system is use for more useful it can be -This theory become well-establish as a powerful, robust, and parsimonious model for being predict user acceptance
10	Adoption of Retail Internet Banking: A Study of Demographic Factors Munusamy & Run (2012)	300 distributed (207 usable)	-Gender -Race -Income -Educational level -Occupation	Significant: Age Only age supported the hypothesis. Age affects internet banking adoption
11	Factors Influencing the Adoption of Internet Banking Tan & Teo (2000)	454 were collected	-Attitude -Subjective norms -Perceived behavioral control	Attitudinal and perceived behavioral control factors, rather than social influence, influencing the intention to adopt Internet banking
12	Adoption of internet banking: An empirical study in Hong Kong Cheng et. al (2006)	203 usable responses (Random sampling)	-Perceived usefulness -Perceived ease of use -Perceived web security	The results provide support of the extended TAM model and confirm its robustness in predicting customers' intention of adoption of Islamic bank
13	An empirical study of factors influencing	300 distributed,	-Perceived usefulness	All had significant positive influence

	adoption of internet banking among students of higher education: Evidence from Pakistan Kazi (2013)	240 returned (convenience sampling)	-Perceived ease of use -Perceived credibility -Convenience	among students on the intention to adopt Internet banking
14	Online banking adoption: an empirical analysis Chong et al. (2010)	103 usable samples out of 156 respondents (random sampling)	-Perceived usefulness -Perceived ease of used -Government support -Trust	-Perceived usefulness, trust and government support all positively associated with the intention to use online banking in Vietnam. -Perceived ease of used not significant
15	Factors affecting the adoption of Internet Banking in Hong Kong- Implications for the banking sector Yiu et. al (2007)	150 sample size Systematic sampling	-Perceived usefulness -Perceived ease of use -Perceived risk -Innovativeness in IT	-Use TAM as theory of study -All the factors have a positive and significant relationship with the internet banking adoptive
16	Acceptance towards the use of Internet banking services of cooperation bank Hassanuddin et al. (2012)	171 respondent -104 employees -67 customer	-Ease of use -Security and privacy -Quality of internet connection	Not significant: -Ease of use (0.552) -Security (0.214) Significant -Quality of internet connection (0.006)
17	Corporate customers' adoption of Internet	223 usable responses	-Awareness -Ease of use	Significant: Awareness, security,

	Banking: Case of Klang Valley Business Firm in Malaysia Alam et. al (2009)		-Security -Cost -Reluctant to change -Accessibility	cost and accessibility No significant: -Perceive of use -Reluctant to change									
18	Factors underlying attitude formation towards online banking in Finland Mattila et al. (2002)	1167 usable from 1190	-Technology usage -Behaviors -Attitude	Finding shows the users' motivation of e-banking services comes from more than a few factors which speed, freedom of time and space (attitude)									
19	The key determinants of Internet banking service quality: a content analysis Jun and Cai (2001)	704 individual answered	-Services quality -System quality	Regarding from the quality of services and system, researcher make the conclusion that users alert about the time of shipping (speed)									
20	Electronic banking in Malaysia Guru, Rajenda and Vaithilingam (2000)	100 users	Discussing the services (electronic) -ATM -Telebanking -PC-Banking -Internet banking	-ATM usage: once per month (3.3%), thrice (13.3%), twice per (20%) and four/more (63.3%) <table><tr><td></td><td>ATM</td><td>Tele-banking</td></tr><tr><td>Curre ntly</td><td>100 %</td><td>20%</td></tr><tr><td>Not in use</td><td>0%</td><td>80%</td></tr></table> -Internet access: Available (63.3%)		ATM	Tele-banking	Curre ntly	100 %	20%	Not in use	0%	80%
	ATM	Tele-banking											
Curre ntly	100 %	20%											
Not in use	0%	80%											

2.3 Adoption e-banking in Islamic bank

Many factors from the previous study discussed about adoption e-banking. Poon (2007) stated that consumers in Malaysia use online access as part of trend in life either with or without mobile device because of the high populations which make the vital for consumer to comprehend the usage of e-banking. Dixit and Datta (2010) stressed those e-banking offers customers who can interact with their banking accounts and make financial transactions anywhere, without time limits. In addition, customers are changing the pattern of their traditional banking usage and switching to self-sophisticated technology.

Furthermore, set of economics and demographic of respondent affect the factors that influence adoption of e-banking. Kolodinsky (2004) found that high income increased the likelihood of adopting and using e-banking technology. In addition, the younger group of respondent is the high populations that adopt e-banking than the age of 65 years old and above. Another of the demographic factors that influence the use of e-banking factors is that couples show the most populations of single households and educated individuals have a high population of adopt e-banking than they lack education. Centeno (2004) concludes that more than the impact is proportionate when each country achieves 30 percent penetration of quarterly internet usage that has surpassed this threshold, increasing the use of e-banking. Besides, the positive attitude like the familiar customer with the internet has less security concern.

Sohrabi et al. (2013) in their study revealed the four factors that were tested, three factors concern the highest effect towards the adoption of e-banking namely trust, cost and security while the other factor which is privacy do not significant relation with the e-banking adoption. The development of Malaysian Islamic banking system in two decades of progress has shown success in Islamic banking and finance. Idris et al. (2011) stated that the challenging of the international financial environment, Islamic banking become the alternative to the conventional systems. However, Islamic banking institution runs all transaction refer to the guideline of *Shariah* compliant which is prohibition of *riba*, *masyir* and *gharar*. Clearly stated in al-Quran Surah al-Baqarah, verses 275:

الَّذِينَ يَأْكُلُونَ الرِّبَا لَا يَقُومُونَ إِلَّا كَمَا يَقُومُ الَّذِي يَتَخَبَّطُهُ
الشَّيْطَانُ مِنَ الْمَسِّ ذَلِكَ بِأَنَّهُمْ قَالُوا إِنَّمَا الْبَيْعُ مِثْلُ الرِّبَا وَأَحَلَّ
اللَّهُ الْبَيْعَ وَحَرَّمَ الرِّبَا فَمَنْ جَاءَهُ مَوْعِظَةٌ مِنْ رَبِّهِ فَانْتَهَى فَلَهُ مَا سَلَفَ
وَأَمْرُهُ إِلَى اللَّهِ وَمَنْ عَادَ فَأُولَئِكَ أَصْحَابُ النَّارِ هُمْ فِيهَا
خَالِدُونَ

*Those who devour usury will not stand except as stands one whom the Evil
One by his touch hath driven to madness. That is because they say: "Trade
is like usury but Allah hath permitted trade and forbidden usury. Those
who after receiving direction from their Lord desist shall be pardoned for
the past; their case is for Allah (to judge); but those who repeat (the
offence) are companions of the fire: they will abide therein (for ever).*

(2:275, translated by Yusuf Ali)

2.4 Technology Acceptance Model (TAM)

Technology acceptance model (TAM) has change to a theory which is many technology adaption researchers. This theory shows the users learn to accept and use the technology. Davis (1989) stated that there are two theoretical constructs which are perceived ease of use and perceive usefulness. This theory is a fundamental determinant of system usage. In addition, this construction is formulated and rational theory for the influence of the hypothesis on the use of the system is reviewed. Davis (1989) defined perceived ease of use is based on believes of the consumer when using the particular system that would be free from their effort while perceive usefulness is defined as person believer when using the particular system with their job performance. Technology acceptance model (TAM) is theory based on the most that effect of factor influence on which one the users alert when use and accept the technology.

According to Venkatesh and Davis (2000), perceives usefulness is also influenced by perceive ease of use caused of the easier system used beyond their expectation. In addition, more than 10 years, this theory become well-establish as a powerful, robust, and parsimonious model for being predicting user acceptance. Based on the technology acceptance model (TAM) of perceived ease of use is the determinant of intention, has shown a less consistent effect on the intentions across the study.

On the other hand, there are also researchers that use technology acceptance model (TAM) theories with the other theory that predict adopt among the users which use the technology. Takele and Sira (2013) stated that another theory that complements each other with technology acceptance model (TAM) is theory of planned behavior (TPB). In addition, the researcher construct about subjective norms, attitude and perceived behavior which is suitable for the theory of planned behavior (TPB) because the intention in using the e-banking technology. However, in this study is focuses on the factor that influence the customer adoption, so according to the previous study conclude that technology acceptance model (TAM) which is the perceived ease of use be the main factor that influence the customer to adopt e-banking.

2.5 Demographic factors

The previous studied is about the demographic that influence e-banking adoption among customer. Poon (2008) found the different of age, high of education, income level, level of computer literacy, and the internet accessibility either in office or home are having the significant relationship with the usage of e-banking. Besides, Poon (2008) found that the relationship of the young generation have the high probability of using the e-banking which is can relate with the new technology because this group have the high of computer literacy.

In a study conducted by Dixit and Datta (2010) to experimental result of the factors influencing the adoption of e-banking and the relationship between the personal features followed by the occupation related to the education level, age and usage of the internet. Dixit and Datta (2010) found that the older customer with the lowest of education level were more resistant to use these services. In addition, Munusamy and Run (2012) stated that the relationship of the age and income is unrelated to adopt of internet banking. Pursuant of the study found that younger users are more likely adopt internet banking. However, the result of his study about the adoption the retail internet banking, the relationship among the race, gender, occupation and education were not supported.

Sohrabi (2013) revealed male users are slightly higher than female users. While the others previous studies by Tan and Teo (2000), Dixit and Data (2010), Ismail and Osman (2012), Kazi (2013), and Takele and Sira (2013) found the same result which show the males users have the high percentage usage exceed than female users. However, some researcher found the female users is higher than the male users, (Sulaiman et al., 2005; Cheng et al., 2006; and Lee, 2009) found the high percentage of the female users is higher than the male users. Thus, gender can be influences the adoption of e-banking.

2.6 Perceived ease of use

According to Davis (1989), perceived ease of use can be defined as the extent to which one believes that using a particular system will free of effort. From the definition of "easy", it means freedom from difficulty or great effort. Davis (1989) stated that

everything that have similarities which can claim the applications or transactions considered as easier to use than others. In addition, users are also likely to use. Goudarzi et al. (2013) stated that perceived ease of use in e-banking which give the impact on intention to transaction positively including to make the customer to trust the system when use the transaction easily without doubtful.

Sathye (1999) stated that ease of use can be identified as customers acceptance to the technological innovation and it must easy to use, otherwise it is the failure of e-banking when the usage facing difficulties to use. Ease of use is one of the factor that contribute to acceptance of e-banking transaction and services among the users as well as the others factors such as fun, the quality of services and information on e-banking (Hassanuddin et al., 2012).

Based on the study by Salari and Salajegheh (2011) which is to analyze the factors affecting e-banking adoption has observed that perceived ease of use is one of the fundamental factors influenced the users to apply e-banking services. Previous studies found that perceived ease of use always has the positive relationship and influence towards customer to adopt the e-banking (Cheng et al., 2006; Takele and Sira, 2013; Kazi, 2013; Chong et al., 2010). In addition, according to Yiu et al. (2007) also found that perceived ease of use have the significant relationship with the Hong Kong users that adopt e-banking. Therefore, perceived ease of use can be influences the adoption of e-banking in this study.

2.7 Security

Security in e-banking is one of the vital factors that influence the relationship with e-banking adoption. The development of technology in this era shows that the tight of security is very important, so the adoption of e-banking among of the customers generally tend to growth. According to Poon (2008) stated that the security and privacy were two essential dimensions which could affect customers' intention to adopt digital based totally transaction structures. Encryption era is the maximum common features at all bank sites to relaxed records privacy, supplemented through a mixture of different precise identifiers. Therefore, in the hypothesized that security has an advantageous effect on users' attractiveness of e-banking.

Indeed, in Yiu et al. (2007) study of factors affecting the adoption of e-banking, reliability customers ranked for security and privacy as the most vital destiny demanding situations that banks are going through. Besides, they stated in their studied that one of the maximum controversial problems for e-banking or web-primarily based transactions is security. Moreover, Alam et al. (2009) stated protection as one of the maximum vital elements in figuring out purchaser adoption of e-banking offerings. In his opinion, safety to be found has a massive and superb dating with the e-banking adoption. Therefore, security can be influences the adoption of e-banking in this study.

2.8 Speed

In this era generally, fastness in services is one of the component which have the significant relationship with e-banking adoption. Mattila et al. (2002) stated that most of the users' motivation of the e-banking services comes from more than a few of factors which are immediacy, flexibility of time and space which is also 24 hours a day availability, charge incentives and comfortable.

Very frequently, slow reaction time after any e-interaction leads in a postpone of carrier shipping and makes users unsure about whether done or not the transaction (Jun and Cai, 2001). Thus, that content material, bank image and management, design, and immediacy have good effect on users' attractiveness of e-banking. Jayawardhena and Foley (2000) proposed that as a ways of e-banking websites are concerned, website capabilities vital to enhance user satisfaction with the speedy to download, interactivity, content material, layout, safety and navigation.

According to Shih and Fang (2004) stated that attitudinal perception refers to a character's self-assurance that internet banking represents faster and more convenient transactions. This association indicates how vital it is for that character to have speedy and convenient banking transactions. Besides that, Poon (2008) investigate that there may be a strong correlation among download rate and person pride. Immediacy of download depends on the character of the web page downloaded content material, the computing hardware and technique of connection used to download the information. Therefore, the

usage of e-banking is probably percept that immediacy is pertinent factors that significantly affecting the adoption of e-banking. The fastness of transaction of e-banking saves the time.

2.9 Fees and charges

Fees or services charge can be defined as a type of payment which covers the services associated with the primary products or services that people use. Besides, bank fee and charge can be defined as the payment that customers need to pay to cover the transaction that customers use. Gerlach (2000), Jun and Cai (2001) and Poon (2010) discusses in their studied that the cost savings helped banks provide lower services or no of the fees and charges, and provide higher interest rates on interest bearing accounts than traditional banks. Therefore, it is miles hypothesized that fees and charges have terrible effect on the acceptance of e-banking.

In addition, Poon (2010) stressed that one of the factors that attributes the determinants of the user decision on using the e-banking services were fees and charge. He found that the users aware with the annual fees and charges. In addition, the respondents realize that the amount of the fees charged for services is acceptable and keep using use the services. However, there were few of his respondent felt ambiguous about the cost factors which they claims that they had use the e-banking before, but then terminated the services due to the charge on them.

E-banking offers a competitive benefit to banks as it allows banks to reduce administrative and working charges also leverage by providing e-banking for free or at a minimal price. Sohrabi et al. (2013) investigate the factors of adoption e-banking which predicted the cost have significant effect on users' adopt of e-banking.

2.10 Hypotheses

The hypotheses are a clear assertion of what's meant to be investigated (Hair et al. 2013). It should be specified earlier than studies is conducted and openly stated in reporting the consequences. This take a look at diagnosed the essential variables in a state of affairs and set up the relationships amongst them via theoretical framework. it is then to test whether the relationships that have been theorized do, in reality, keep real or exist a tremendous courting neither nor. Thus, several hypotheses had been built which might be associated with the objective of the have a look at that needs to be tested.

Objective 1: To examine the differences between demographic factors and customers' adoption towards e-banking in Islamic bank.

Ho1: There is no significant difference between gender and the customer to adopt e-banking in Islamic bank

Ha1: There is a significant difference between gender and the customer to adopt e-banking in Islamic bank

Ho2: There is no significant difference between age and the customer to adopt e-banking in Islamic bank

Ha2: There is a significant difference between age and the customer to adopt e-banking in Islamic bank

Ho3: There is no significant difference between marriage status and the customer to adopt e-banking in Islamic bank

Ha3: There is a significant difference between marriage status and the customer to adopt e-banking in Islamic bank

Ho4: There is no significant difference between level of education and the customer to adopt e-banking in Islamic bank

Ha4: There is a significant difference between level of education and the customer to adopt e-banking in Islamic bank

Ho5: There is no significant difference between field of occupation and the customer to adopt e-banking in Islamic bank

Ha5: There is a significant difference between field of occupation and the customer to adopt e-banking in Islamic bank

Ho6: There is no significant difference between monthly income and the customer to adopt e-banking in Islamic bank

Ha6: There is a significant difference between monthly income and the customer to adopt e-banking in Islamic bank

Ho7: There is no significant difference between internet accessibility at home or office and the customer to adopt e-banking in Islamic bank

Ha7: There is a significant difference between internet accessibility at home or office and the customer to adopt e-banking in Islamic bank

Ho8: There is no significant difference between level of computer literacy and the customer to adopt e-banking in Islamic bank

Ha8: There is a significant difference between level of computer literacy and the customer to adopt e-banking in Islamic bank

Objective 2: To investigate the correlation between the determinants and customers' adoption towards e-banking in Islamic bank.

Ho9: There is no significant relationship between perceived ease of use and the customer to adopt e-banking in Islamic bank

Ha9: There is a significant relationship between perceived ease of use and the customer to adopt e-banking in Islamic bank

Ho10: There is no significant relationship between security and the customer to adopt e-banking in Islamic bank

Ha10: There is a significant relationship between security and the customer to adopt e-banking in Islamic bank

Ho11: There is no significant relationship between speed and the customer to adopt e-banking in Islamic bank

Ha11: There is a significant relationship between speed and the customer to adopt e-banking in Islamic bank

Ho12: There is no significant relationship between fees and charges and the customer to adopt e-banking in Islamic bank

Ha12: There is a significant relationship between fees and charges and the customer to adopt e-banking in Islamic bank

Objective 3: To identify the factors influencing the customer to adopt e-banking in Islamic bank.

Ho14: There is no influence between the determinants (perceived ease of use, security, speed, and fees and charges) and the customer to adopt e-banking in Islamic bank

Ha14: The determinants (perceived ease of use, security, speed, and fees and charges) positively influence the customer to adopt e-banking in Islamic bank

2.12 Conclusion

This chapter has covered a review of the relevant literature regarding customer adoption towards e-banking. In addition, this chapter also discussed theory of this study which is Technology Acceptance Model (TAM). It also discussed independent variable, namely perceived ease of use, security, speed, and fees and charges that affect the factor that influence the adoption of e-banking.

Furthermore, there are two theory of this study which are Technology Acceptance Model (TAM) and Theory of Planned Behavior (TPB). However, the most suitable to use in this study is Technology Acceptance Model (TAM) which is the relation of this theory with the research about e-banking that is the once of the electronic services and concerning of the acceptance that related with the technology. Lastly, the methodology will be discussed in the chapter three.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This chapter will start with explanations of the research design. Then followed by conclusion on sampling method, measurement of variables, data collection method and data analysis procedure.

3.2 Research Design

Sekaran and Bougie (2013) defined research design as the design plan which use for conducting the research project which includes analysis of data based, measurement and collection of the research questions in this study. In addition, quantitative research usually seeks to establish the casual relationship between variables which is generates the numerical data (Sekaran and Bougie, 2013). Researcher use quantitative method. The aims of this study is to examine the factors influencing the customer to adopt e-banking in Islamic bank, which assume to have the relationship with perceived ease of use, security, speed, and fees and charges. Thus, quantitative method is more able and efficiency to test the hypotheses. The data of this study were collected through the questionnaires and analyze using the SPSS version 21.

3.3 Data collection and research procedure

This section discussed on the data collection method and research procedures that have been carried out for the purpose of the study.

3.3.1 Population of the study

Sekaran (2003) stated that the population can be defined as total categories of subject which is focus of attention on particular research projects. The target population in this study is Muslim customer of Islamic banks in Northern Region which is focuses on Alor Setar, Kedah. Meanwhile, the state covers a total area of over 666km² which the total population 405,523 (2010). Researcher choose Alor Setar as the population of this study because Alor Setar is the city center in Kedah which is the developing rapidly due to increase of demand among local communities. The develop city with the large mall or shopping complex, franchises and the most facilities for the community for instance surely effect the increasing of the number of visitors of banking institution include the Islamic bank itself.

3.3.2 Sampling technique

Sekaran (2003) purposed that the number of the samples selected from the population is based on the determinant of sample size tables. The number of the sample size of this study is 384 (Sekaran and Bougie, 2013). The probability sampling technique used in this study is systematic sampling. The procedure that researcher use is chose the each third people who enter the banks.

The distribution of the questionnaire has been done at the Bank Islam Malaysia Berhad and Muamalat bank Malaysia Berhad. After completing three week in data collection, all 400 questionnaires have been returned. However, there are 24 questionnaire need to rejected because uncompleted answer by respondent. Therefore, from the 400 questionnaires, there are only 376 questionnaires or 94 percent that usable for this study.

3.3.3 Data collection

In order to collect data, researcher distributes the questionnaire among the Muslim customers who make any transaction of e-banking in Bank Islam Malaysia Berhad and Muamalat bank Malaysia Berhad located in Alor Setar. Besides, researcher selected three days per week which is Monday, Wednesday and Friday for three week starting 9.00am until 4.00pm.

3.4 Measurement of variables

According to Sekaran (2003), the definition of operational is to define the variables in terms of a process which is complete by look at the aspect or property significant by the concept and the behavioral dimensions. The independent of this study are perceived ease of use, security, speed, and fees and charge. All the independent variables were constructed from the previous researcher. However, there are some of the items were adapted to suit of the sample. Table below show the measurement of the variables that involved in this study. Refer to the Appendix A for the detail information of each item.

Table 3.1
Measurement of the variables

Measurement	Questionnaire		Adapted from
	Number of questions	Total of items	
Perceived ease of use	1-4	4	Cheng et al. (2007)
Security	5-10	6	Dixit and Data (2010)
Speed	11-15	5	Poon (2007)
Fees and charge	16-20	5	Poon (2007)
Adoption	27-30	4	Sohrabi et al. (2013)

3.4.1 Demographic

This research consists of 8 items to measure the demographic factors and the customer to adopt e-banking in Islamic bank. There are five items to capture the demographic of the respondent information which are gender, age, status, high of education, field of occupation and monthly income. Meanwhile, there are two items for measuring the usage of the e-banking among the respondent in Islamic bank.

3.4.2 Perceived ease of use

The instrument used to measure the first independent variables that is perceived ease of use that adapted from Cheng et al. (2007). The total four items were used to measure the variable using the five point Likert-type scales. The ranging from 1 (strongly disagree) to 5 (strongly agree) with the four items of questions. A respondent which indicates the score of 1 or strongly disagree represents a very low of perceived ease of use that influence towards customer to adopt e-banking while the score of 5 or strongly agree represents a very high level of influence of perceived ease of use towards customer to adopt e-banking.

3.4.3 Security

The instrument used to measure the second independent variable that is security that adapted from Dixit and Data (2010). The total six items were used to measure the variable using the five point Likert-type scales. The ranging from 1 (strongly disagree) to 5 (strongly agree) with the six items of questions. A respondent which indicates the score of 1 or strongly disagree represents a very low of security that influence towards customer to adopt e-banking while the score of 5 or strongly agree represents a very high level of influence of security towards customer to adopt e-banking.

3.4.4 Speed

The instrument used to measure the third independent variable that is speed that adapted from Poon (2007). The total five items were used to measure the variable using the five point Likert-type scales. The ranging from 1 (strongly disagree) to 5 (strongly agree) with the five items of questions. A respondent which indicates the score of 1 or strongly disagree represents a very low of speed that influence towards customer to adopt e-banking while the score of 5 or strongly agree represents a very high level of influence of speed towards customer to adopt e-banking.

3.4.5 Fees and charges

The instrument used to measure the forth independent variable that is fees and charges that adapted from Poon (2007). The total five items were used to measure the variable using the five point Likert-type scales. The ranging from 1 (strongly disagree) to 5 (strongly agree) with the five items of questions. A respondent which indicates the score of 1 or strongly disagree represents a very low of fees and charges that influence towards customer to adopt e-banking while the score of 5 or strongly agree represents a very high level of influence of fees and charges towards customer to adopt e-banking.

3.4.6 Adoption

The instrument used to measure the dependent variable that is adoption that adapted from Sohrabi et al. (2013). The total four items were used to measure the variable using the five point Likert-type scales. The ranging from 1 (strongly disagree) to 5 (strongly agree) with the four items of questions. A respondent which indicates the score of 1 or strongly disagree represents a very low of the customer to adopt e-banking while the score of 5 or strongly agree represents a very high level of customer to adopt e-banking.

3.5 Questionnaire Development

Based on the objective of this study, the most appropriate of the use questionnaire with the deal large number of respondent. The researcher had the opportunity to introduce in the research field since the questionnaire was contributed personally. In this study, regarding the variables researcher adapted the questionnaire from Cheng et al. (2007), Dixit and Data (2010), Poon (2007), and Sohrabi (2013)

Questionnaires for this study consists the front page and the contents are divided into three parts which are Part A, Part B and Part C. Part A consists of 8 items to measure the demographic profile question. Part B is the perception of respondent towards e-banking which contains 30 questions and the part C is the open minded question which contain only one question regarding their suggestion and opinion about e-banking in Islamic bank. This questionnaire is used dual language which is Bahasa Malaysia and English to

make the respondents to understand easier the question. In addition, the cover page have some briefly explanation about the purpose of this research such as meaning of the e-banking itself. Table 3.2 below is the detail of every part:

Table 3.2
Subdivision for questionnaire

Part	Contains	Items
A	Demographic	9
B	Perceived ease of use, security, speed, fees, and adoption	30
C	Open minded question	1

The measurement of the questionnaire is based on the interval and nominal scale. Nominal scale is refers to the individual category of the respondent into the mutual exclusive which can calculate by frequency and percentage (Sekaran, 2003). Based on this research, Part A has no intrinsic values. The interval scale allows the performance of measure of the distance between two points and arithmetic operation (Sekaran, 2003). For instance, researcher uses the Likert Scale to determine the answer which consist the five values which give the different perception towards the answer. The ranging from 1 (strongly disagree) to 5 (strongly agree) with the six items of questions.

3.6 Pilot test

A pilot test was performed after the development of questionnaires before a large-scale study is conducted. The purpose of undertaking this pilot test turned into to pre-test the sufficiency and adequacy of the instrument and verify whether respondent can conceive and understand the questions before the actual of questionnaires were allotted. It concerned a set of respondents who have the equal characteristics because the real respondents. According to Sekaran (2003), implementation of the pilot test is for accurate and amends any shortcoming within the instruments before data collection and additionally perceives difficulties in translation and wording within the questionnaires. In this research, the pilot study was implemented among the Islamic bank account holder, so the researcher construct the questionnaire in two types which is one in full English and another one in dual language which is Bahasa Malaysia in the top and English in the bottom. So, from that the researcher chooses dual language for the actual questionnaire. For the content validity, the researcher referred supervisor, Dr. Nashirah Abu Bakar and Dr. Selamah Maamor as expert to determine the validity of items consisted in the instruments.

3.7 Factor Analysis

Coakes (2013) defined factor analysis as data reduction method used to reduce the large number of variables to a smaller set of underlying elements that summarize the important information contained inside the variables. The frequency used as an exploratory method when the researcher wants to summarize the structure of a set variable. As the result, the factor analysis is performed to ensure the instruments are reliable for this study. In performing the factor analysis, there are some pre-requisite tests that need concerned. The statistical test which are Bartlett's test of sphericity and Kaiser-Meyer-Olkin (KMO). From these two statistical tests were look at the measure the degree of correlation between variable and the presence of correlation variable. According to Pallant (2013), KMO index range from 0 to 1, with the suggestion as the minimum value of good factor is 0.6 for each component and the Bartlett's test sphericity must significant ($p < 0.5$).

3.7.1 Factor analysis for dependent variable

The dependent variable instrument is adoption that adapted from Sohrabi et al. (2013). No item need to remove. However, the researcher adapted the questionnaire to suit of the sample and make the questionnaire is suitability for this study. According to Pallant (2013), the result for correlation matrix indicates that is considerable number of correlation more than 0.3 means that the matrix is suitable for factor. Besides, it is caused by several factors. The first factor that shown in table 3.3 below shows Kaiser-Meyer-Olkin measurement of the sampling adequacy value of the items was 0.803. Second factor is based on the Bartlett's test of sphericity is also show the significant ($\text{sig.} < .001$)

and the eigenvalue show 3.174. Therefore, if the eigenvalue is more than one, the items are suitable for the study. The last factor is value extracted which is appropriate at 52.897%.

Table 3.3
Factor analysis of adoption

No.	Items	Components
1	Saya sangat suka menggunakan e-banking <i>I really like to use e-banking</i>	.896
2	Saya berasa sangat selesa dan yakin menggunakan e-banking di bank islam <i>I feel comfortable and confident to use e-banking in Islamic bank</i>	.840
3	Saya berhasrat akan terus menggunakan e-banking <i>I would like to continue using e-banking</i>	.852
4	Saya akan menggalakkan orang sekeliling menggunakan e-banking <i>I will encourage people around me to use e-banking</i>	.806
	KMO	.803
	Approx. Chi Square	80.198
	Bartlett's test	.000
	Eigenvalue	3.174
	Value Extracted %	52.897

3.7.2 Factor analysis for independent variable

3.7.2.1 Factor Analysis of perceived ease of use

The first independent variable instrument is perceived ease of use that adapted from Cheng et al. (2007). No item need to remove. Besides, it is caused by several factors. The first factor that shown in table 3.4 below shows Kaiser-Meyer-Olkin measurement of the sampling adequacy value of the items was 0.680. Second factor is based on the Bartlett's test of sphericity is also show the significant (sig. < .001) and the eigenvalue show 2.809. Therefore, if the eigenvalue is more than one, the items are suitable for the study. The last factor is value extracted which is appropriate at 70.224%. The result for correlation matrix indicates that is considerable number of correlation more than 0.3 means that the matrix is suitable for factor.

Table 3.4
Factor Analysis of perceived ease of use

No.	Items	Components
1	Menggunakan perkhidmatan e-Perbankan mudah untuk saya <i>Using the e-Banking service is easy for me</i>	.785
2	Saya dapati interaksi penggunaan perkhidmatan e-Perbankan jelas dan mudah difahami <i>I find my interaction with the use of the e-Banking services clear and understandable</i>	.805
3	Mudah bagi saya untuk mahir dalam penggunaan perkhidmatan e-Perbankan <i>It is easy for me to become skillful at the use of the e-Banking services</i>	.860

4	Secara keseluruhan, saya dapati penggunaan perkhidmatan e-Perbankan mudah <i>Overall, I find the use of the e-Banking services easy</i>			.898
	KMO		.680	
	Approx. Chi Square		56.643	
	Bartlett's test		.000	
	Eigenvalue			2.809
	Value Extracted %			70.224

3.7.2.2 Factor Analysis of security

The second independent variable instrument is security that adapted from Dixit and Data (2013). No item need to remove. Besides, it is caused by several factors. The first factor that shown in table 3.5 below shows Kaiser-Meyer-Olkin measurement of the sampling adequacy value of the items was 0.656. Second factor is based on the Bartlett's test of sphericity is also show the significant (sig. < .001) and the eigenvalue show 3.174. Therefore, if the eigenvalue is more than one, the items are suitable for the study. The last factor is value extracted which is appropriate at 52.897%. The result for correlation matrix indicates that is considerable number of correlation more than 0.3 means that the matrix is suitable for factor.

Table 3.5
Factor Analysis of security

No.	Items		Components
1	Laman web bank menyediakan keselamatan dan kerahsiaan kewangan <i>Banks websites provides me financial security and confidentiality</i>		.844
2	Saya percaya hanya pemilik akaun yang dibenarkan mengakses akaun. <i>I believe only authorized person can access own account.</i>		.769
3	E-banking memastikan privasi akaun saya. <i>E-banking ensures privacy of my account.</i>		.917
4	Bank tidak akan menyalahgunakan maklumat kewangan saya <i>Banks will never misuse my financial information.</i>		.838
5	Saya bersetuju e-banking menyediakan prosedur operasi mudah. <i>I agree e-banking provides simple operational procedure.</i>		.498
6	Saya percaya laman web bank selamat untuk pemindahan dana. <i>I believe banks website is secure for the fund transfer.</i>		.845
	KMO	.656	
	Approx. Chi Square	80.198	
	Bartlett's test	.000	
	Eigenvalue		3.174
	Value Extracted %		52.287

3.7.2.3 Factor Analysis of speed

The third independent variable instrument is speed that adapted from Poon (2007). No item need to remove. Besides, it is caused by several factors. The first factor that shown in table 3.6 below shows Kaiser-Meyer-Olkin measurement of the sampling adequacy value of the items was 0.791. Second factor is based on the Bartlett's test of sphericity is also show the significant (sig. < .001) and the eigenvalue show 2.988. Therefore, if the eigenvalue is more than one, the items are suitable for the study. The last factor is value extracted which is appropriate at 59.766%. The result for correlation matrix indicates that is considerable number of correlation more than 0.3 means that the matrix is suitable for factor.

Table 3.6
Factor Analysis of speed

No.	Items	Components
1	Kerosakan sambungan kerap tidak pernah berlaku semasa saya melakukan transaksi <i>Frequent connection breakdown never happen during I make transaction</i>	.673
2	Mudah untuk melayari laman bank kerana kelajuannya <i>Easy to navigate the bank site due to smooth speed</i>	.878
3	Peralihan adalah cekap dan saya tidak akan menunggu lama <i>Transition is efficient and I will not waiting for a long time</i>	.868
4	Kelajuan tindak balas terhadap aduan adalah memuaskan <i>Response speed to complaint is satisfactory</i>	.825

5	Saya bersetuju bahawa aliran urus niaga elektronik lebih cepat daripada saluran perbankan tradisional <i>I agree the speed of e-transactions flow is faster than traditional banking channels</i>		.574
	KMO	.791	
	Approx. Chi Square	55.979	
	Bartlett's test	.000	
	Eigenvalue		2.988
	Value Extracted %		59.766

3.7.2.4 Factor Analysis of fees and charges

The forth independent variable instrument is fees and charge that adapted from Poon (2007). No item need to remove. Besides, it is caused by several factors. The first factor that shown in table 3.7 below shows Kaiser-Meyer-Olkin measurement of the sampling adequacy value of the items was 0.722. Second factor is based on the Bartlett's test of sphericity is also show the significant (sig. < .001) and the eigenvalue show 3.392. Therefore, if the eigenvalue is more than one, the items are suitable for the study. The last factor is value extracted which is appropriate at 67.389%. The result for correlation matrix indicates that is considerable number of correlation more than 0.3 means that the matrix is suitable for factor.

Table 3.7
Factor Analysis of fees and charges

No.	Items	Components
1	Saya bersetuju dengan caj e-perbankan yang lebih rendah <i>I agree e-banking charge lower transaction fees</i>	.844
2	Harga yuran perkhidmatan boleh diterima <i>Price of service fees is acceptable</i>	.769
3	E-bank mengenakan yuran tahunan dan bagi saya ia munasabah dan berpatutan <i>E-banks charge annual fee and for me it's reasonable and affordable</i>	.917
4	Saya tidak akan menamatkan perkhidmatan walaupun bank mengenakan yuran tahunan <i>I won't terminate services even if bank charges annual fee</i>	.838
5	Saya akan terus menggunakan walaupun perlu membayar yuran langganan yang rendah <i>I will continue using although need to pay low subscription fees</i>	.498
	KMO	.772
	Approx. Chi Square	88.662
	Bartlett's test	.000
	Eigenvalue	3.392
	Value Extracted %	67.839

3.8 Data analysis and Interpretation

The data collected in this study will be analyzed using inference and descriptive methods. The inference method will be used for hypothesis testing purposes while descriptive methods will be used to interpret data in general. All primary data in this study will be processed using the Statistical Version of Social Science (SPSS) Version 21 to answer research questions as well as to achieve research objectives. Prior to that, the test of normalization and outliers of the data tested of analysis to verify the data collected can be used using SPSS.

3.8.1 Reliability test of Instrument

To prove the internal reliability of the model used, the researchers conducted Cronbach's Alpha Test for reliability. Reliability is defined as consistency, which mean the level of inter correlation between items (internal consistency) that measures the same concept. Therefore, according to (2000) Cronbach's alpha can be regarded as a perfect indicator of internal consistency and then reliability. According to Nunnally and Bernstein (1994), score of more than 0.7 indicates high internal reliability in the scale item. However, they are other researchers who use different score such as 0.8 or 0.6 (Garson, 2002).

Table 3.8
Reliability Test

Variable	Cronbach's Alpha Values
Perceive ease of use	.889
Security	.869
Speed	.817
Fees and charges	.825
Adoption	.891

(Please refer to Appendix C for details output)

The table above shows that the result of reliability of Cronbach's Alpha values are 0.889, 0.869, 0.817, 0.825, and 0.891 for perceived ease of use, security, speed, fees and charges, and adoption respectively. Regarding the values with the variables of the Cronbach's Alpha Test means all the dimension are reliable and all the items are pertaining to each of the dimension can be used for measure the construct.

3.8.2 Normality test

According to Coakes (2013), there are number of different ways to test the normality. In this study, researcher prefers to use the value of skewness and kurtosis. Pallant (2013) stated that the value of skewness shows the symmetry of the distribution. In other side, kurtosis is also provides the indication about top of the distribution (Pallant, 2013). Table 3.10 shows that the skewness and kurtosis value of all variable that use in this study which are perceived ease of use, security, speed, fees and charges, and adoption are between +2.0 and -2.0 shows normality of the data. Pallant (2013) stated that the skewness and kurtosis is also considered as normal if it is below than ± 3.0 .

Table 3.9
Skewness and kurtosis (n=376)

	Perceive ease of use	Security	Speed	Fees and charges	Adoption
N Valid	376	376	376	376	376
Missing	0	0	0	0	0
Skewness	-0.463	-0.267	-0.213	-0.011	-0.496
Std. Error of Skewness	0.126	0.126	0.126	0.126	0.126
Kutosis	-0.559	-0.612	-0.338	-0.500	-0.468
Std. Error of Kurtosis	0.251	0.251	0.251	0.251	0.251

3.8.3 Sample t-test

Coakes (2013) stated that each statistical test has some assumptions that have to be met before records analysis. This assumption desires to be assessed because the accuracy of the interpretation test depends on whether or not the assumptions are violated. The generic assumptions that underlie all types of t-test as stated by Coakes (2013) are the first data to be at the interval or measurement ratio. Secondly, the score should be taken randomly from the interested population and the score should normally be distributed within the population. There are two additional assumptions for free t-test which the participants should appear in only one group and this group should not be related and the other is a group that should come from a population of the same variation. Regarding of this study, researcher use t-test for analyze the differences gender between men and women towards the customer of e-banking in Islamic banking. In addition, the researcher use t-test for look at the differences between the customers access or not access the internet in their home or office.

3.8.4 One-way ANOVA

Hair et al (2003) stated that the variance analysis is used to evaluate statistical differences between two or more variables. This study uses the One-Way ANOVA test to study differences between at least three groups or more than two groups. Before running ANOVA, the necessary assumptions must be met. Assumptions for ANOVA according to Coakes (2013) are the same as those used for t-test. The first assumption is that the population from which the sample has been taken must be normal and the second is the

score in each group should have a homogeneous variation. Therefore, this study used this test on six of demographic factors and the customer that use e-banking which use hypothesis two that finds the relationship between (age group, status, level of education, level of computer literacy, field of occupation and monthly income) and the use of e-banking among Islamic customers.

3.8.5 Pearson Correlation

The Pearson correlation measures the linear equations between the two metric variables (Hair et al. 2003). In addition, it is used to examine whether there is a relationship between dependent and independent variables and indicates the strength of the relationship. The correlation assumptions assumption according to Coakes (2013) is the first data to be collected from related pairs for instance to get a score on the X variable, there must be a score on variable Y of the same participant. Then the data should be interval or rational and the scores for each variable should be distributed normally. In addition, the relationship between the two variables must be linear. Last but not least, the variability in the scores for one variable is about the same at all other variable values. We use correlates to test the hypothesis of the relationship between factors such as perceived ease of use, security, speed, and fees and charges with the customer to adopt e-banking in Islamic bank.

3.8.6 Multiple Regression

Multiple regressions is a method commonly used in data analysis to analyze data when there are several independent variables with one dependent variable. In addition, multiple regressions can help researchers understand how much variance in a dependent variable is influenced by independent variables.

Table 3.11
Summary of the data analysis technique

Hypotheses	Test
There are significant differences between demographic factors and customers' adoption towards e-banking in Islamic bank	T-test one-way ANOVA
There are significant relationship between the determinants and customers' adoption towards e-banking in Islamic bank	Pearson Correlation
There are positively influence between the determinants and the customer to adopt e-banking in Islamic bank	Multiple Regression

3.9 Conclusion

Briefly of this chapter is the view of all parts in research methodology and providing the details of the research objectives and questions. The researcher is also described the method that used in approach adopted in this study. Besides, the tools such as t-test and ANOVA, Pearson Correlation and Multiple Regression that used to analyze also been discussed. Furthermore, this study administered of the questionnaire based on the population and sample size. The data collected that has been analyze by using SPSS version 21 and result and others finding of this study is in Chapter 4.

CHAPTER 4

FINDINGS AND ANALYSIS

4.1 Introduction

In this chapter discuss the finding of data analysis. The processes of analyzing the data carried out by using descriptive and inferential analysis. Descriptive analysis in this study is related to demographic characteristics of the respondent. Meanwhile, inferential analysis performed to analyze the relationship and significant influence between the independent variables and dependent variable. Researcher used T-test, ANOVA, correlation and multiple regressions to present all the hypotheses testing.

4.2 Response Rate

There are about 400 self-administered questionnaires had been allotted to the customers of Islamic banks in Kedah. For the data collection reason, out of 400 questionnaires dispatched, all responses received and the resulting 100% of the response rate. However, there are 24 of questionnaires need to rejected because some of the questions did not answered by the respondent.

4.3 Descriptive Statistic Analysis

Descriptive statistics is used for analyzed the collected data and also make the observation on the demographic profile of the respondent such as gender, group age, status, highest education level, field of occupation, monthly income and the internet accessibility at home or office and level of computer literacy towards the customer adoption e-banking in Islamic bank. In addition, this section will present the measure of all variables with the mean score for every variable was computed in standard deviation. The vital of standard deviation is for indicate the level of the variable to point out the distribution of the mean.

4.3.1 Demographic Profile of Respondent

Based on this study, questionnaires were distributed for 400 Muslim customer of Islamic bank. Out of 400, the researcher managed to use 376 questionnaires because of the others were rejected because the respondents did not completed all questions. Moreover, in order to elaborate the data segmentation in this study, researcher use descriptive for analyze the demographic profile of respondents. As shown in the table 4.1 below, the demographic variables include gender, age group, status, level of education, field of occupation, monthly income and the internet accessibility at home or office and level of computer literacy.

Table 4.1
Profile of the respondent

Variable	Categories	N	(%)
Gender	Male	176	46.8
	Female	200	53.2
Age group	Below than 25	99	26.3
	26-35	109	29.0
	36-45	82	21.8
	46and above	86	22.9
Status	Single	142	37.8
	Married	227	60.4
	Divorce	0	0
	Widow and widower	7	1.9
Highest Education	Primary/Secondary school	54	14.4
	Diploma	83	22.1
	Degree	195	51.9
	Postgraduate	44	11.7
Field of occupation	Banking or financial	32	8.5
	IT or computer	21	5.6
	Manufacturing or industry	29	7.7
	Government or military	142	37.8
	Sales or marketing or retail	57	15.2
	Student	50	13.3
	Others	45	12.0
Monthly Income	Below RM1499	110	29.3
	RM1500-RM2999	83	22.1
	RM3000-RM4599	86	22.9
	RM4600 and above	97	25.8
Internet accessibility at home/office	Yes	349	92.8
	No	27	7.2
Level of computer literacy	Expert	23	6.1
	Advanced	286	76.1
	Beginners	62	16.5
	Don't know how to operate computer	5	1.3

Table 4.1 showed that among of 376 respondents, 176 (46.8%) of them are males while the rest 200 (53.2%) are females. Majority of the respondent are between the age 26-35 years old (29.0%). 99 respondents (26.3%) are below than 25 years old followed by 86 respondent (22.9%) of 46 years and above and the rest is 82 respondent (21.8%).

In addition, researcher also found the most of the respondent that use e-banking is married with the total is 227 (60.4%) followed with status single is 142 (60.4%) and the rest is status of widow or widower. Besides, the majority of respondents 195 (51.9%) in level of education of the respondents are degree level followed by 82 (22.1%) of respondents are diploma level. Meanwhile, 54 (14.4%) of the respondents are primary or secondary school level, and the rest 44 (11.7%) are in postgraduate level.

In terms of field of occupation, most of respondent is in the government or military sector which total amount is 142 (37.8%) followed by 57 of respondents (15.2%) in the sales or marketing retail field. Continued with the amount of student 50 (13.3%), 45 respondent (12.0%) thick others with the list down their occupation, 32 respondent (8.5%) from the banking or financial, 29 respondent (7.7%) is from the manufacturing or industry sector and only 21 respondents (5.6%) are from the IT or computer filed of occupation.

Besides that, the range of monthly income of the respondents is below than RM1499 which is 110 respondents (29.3%), followed by the range of RM4600 and above with the total respondents is 97 (25.8%), 86 respondent (22.9%) have the income from RM3000-RM2599 and the rest 83 respondents (22.1%) is have the range monthly income from RM1500-RM2999.

The total 349 of the respondent (92.8%) can access internet at home or office and the rest cannot access internet is only 27 respondents (27%). Most of the respondents advanced on computer literacy with the total is 286 (76.1%), followed by the beginners in using the computer. Besides, 23 of the respondent (6.1%) expert in computer literacy and the rest is 5 respondents (1.3%) did not know to operate the computer.

4.4 Observation of variables

Descriptive statistics include minimum and maximum values, mean and standard deviation. It used to identify each variable in form of mean and standard deviation. Therefore, this study used five-Likert Scale as a measurement to construct the agreement of the respondents. The greater number of the five point scale, the goodness of the variable will be while the less number is considered as low, and a mean value which is three was considered as moderate agreement. Descriptive analysis of all variables is presented in table 4.2 below.

Table 4.2
Levels of factors

	Minimum	Maximum	Mean	Std. Deviation
Perceive ease of use	2.75	5.00	4.3590	.56899
Security	2.60	5.00	4.2270	.56311
Speed	2.40	5.00	4.0250	.57810
Fees and charges	2.40	5.00	3.7766	.64505
Adoption	2.50	5.00	4.3730	.55587

(Please refers to Appendix D for details output)

Table 4.2 above specified the minimum, maximum, mean and the standard deviation of the variables. The mean values of the perceived ease of use, security, speed, fees and charges, and adoption range between 3.7 and 4.3. As a result, some of the values are considered agree and only one values which is fees and charge is considered as moderate. The highest mean value of independent variables was 4.3590 for perceives ease of use, followed by security with a mean value was 4.2270 and speed with a mean value of 4.0250. The lowest mean value is by fees and charge with 3.7766 mean value. The standard deviation values are 0.56899, 0.56311, 0.57810 and 0.64505 where it showed the variability of respondent in answering the questionnaire. Hair et al. (2007) stated the small value of standard deviation shows that the respondent in sample distribution of number is very close to mean.

4.5 The differences between demographic factors and customers' adoption towards e-banking in Islamic bank

In this section, researcher used T-test, ANOVA to analyze the demographic factors. The analysis of the purpose in this section is to aim differences between selected demographic factors towards the use of e-banking in Islamic banking institutions

4.5.1 Differences between gender and customers' adoption towards e-banking in Islamic bank

Ho1: There is no significant difference between gender and the customer to adopt e-banking in Islamic bank

Ha1: There is a significant difference between gender and the customer to adopt e-banking in Islamic bank

Table 4.3

Differences between gender and customers' adoption towards e-banking in Islamic bank

Variable	Gender	Mean	Standard deviation	t-value	Significant level
Adopt e-banking	Male	4.3821	.54637	.297	.766
	Female	4.3650	.56535		

Table 4.3 above shows the analysis on the hypotheses two objective which is to examine the differences between the genders with the customer to adopt e-banking in Islamic bank. Hence, t-test is used to test this hypothesis. The results show that the mean of male users who use e-banking at Islamic banks are 4.3821 with a standard deviation of 0.54637 while the mean for female users is 4.3650 with a standard deviation of 0.5635. Since significant levels is lower than acceptable levels of 0.05 ($p = 0.000$), the null hypothesis for this test is failed to reject. It can be concluded that there is no significant difference between male and female users to adopt e-banking in Islamic bank

4.5.2 Differences between age and customers' adoption towards e-banking in Islamic bank

Ho2: There is no significant difference between age and the customer to adopt e-banking in Islamic bank

Ha2: There is a significant difference between age and the customer to adopt e-banking in Islamic bank

Table 4.4

Differences between age and customers' adoption towards e-banking in Islamic bank

Variable	Age	Mean	Standard deviation	F-value	Significant level
Adopt e-banking	Below than 25	4.2980	.55979	2.346	.072
	26-35	4.4725	.49575		
	36-45	4.4055	.60939		
	46and above	4.3023	.55719		

Table 4.4 above shows the analysis on the hypotheses two objective which is to examine the differences between the group ages with the customer to adopt e-banking in Islamic bank. Hence, one-way ANOVA is used to test this hypothesis. The output table in Appendix F shows the F value is 2.346 and the significant value is 0.072. Since the significant is highest than 0.05, hence the researcher failed to reject the null hypotheses and concluded that there is no significant differences between the age and the customer to adopt e-banking in Islamic bank

4.5.3 Differences between status and customers' adoption towards e-banking in Islamic bank

Ho3: There is no significant difference between marriage status and the customer to adopt e-banking in Islamic bank

Ha3: There is a significant difference between marriage status and the customer to adopt e-banking in Islamic bank

Table 4.5

Differences between status and customers' adoption towards e-banking in Islamic bank

Variable	Status	Mean	Standard deviation	F-value	Significant level
Adopt e-banking	Single	4.3803	.52905	0.897	.409
	Married	4.3601	.57750		
	Widow and Widower	4.6429	.28347		

Table 4.4 above shows the analysis on the hypotheses two objective which is to examine the differences between the marriage status and the customer to adopt e-banking in Islamic bank. Hence, one-way ANOVA is used to test this hypothesis. The output table in Appendix F shows the F value is 0.897 and the significant value is 0.409. Since the significant is highest than 0.05, hence the researcher failed to reject the null hypotheses and concluded that there is no significant differences between the marriage status and the customer to adopt e-banking in Islamic bank.

4.5.4 Differences between level of education and customers' adoption towards e-banking in Islamic bank

Ho4: There is no significant difference between level of education and the customer to adopt e-banking in Islamic bank

Ha4: There is a significant difference between level of education and the customer to adopt e-banking in Islamic bank

Table 4.6

Differences between level of education and customers' adoption towards e-banking in Islamic bank

Variable	Level of education	Mean	Standard deviation	F-value	Significant level
Adopt e-banking	Primary/secondary school	4.1157	.64192	5.075	.002
	Diploma	4.3735	.53158		
	Degree	4.4179	.53275		
	Postgraduate	4.4886	.51137		

Table 4.6 above shows the one-way ANOVA that used to test this hypothesis. This table shows that the F-value is 5.075 and the value is at 0.002. Because significant value is lower than 0.05, the researchers conclude that there is a significant difference in the level of education and the customer to adopt e-banking in Islamic bank. Further analysis of the level of education, researchers found that users with a postgraduate are higher compare to the users with primary or secondary school. Therefore, the null hypothesis is rejected and alternative hypothesis is accepted. Apart from current comparisons, tests show that there are different for e-banking users with high levels of education with users with lower level of education and the customer to adopt e-banking in Islamic bank.

4.5.5 Differences between field of occupation and customers' adoption towards e-banking in Islamic bank

Ho5: There is no significant difference between field of occupation and the customer to adopt e-banking in Islamic bank

Ha5: There is a significant difference between field of occupation and the customer to adopt e-banking in Islamic bank

Table 4.7

Differences between field of occupation and customers' adoption towards e-banking in Islamic bank

Variable	Field of occupation	Mean	Standard deviation	F-value	Significant level
Adopt e-banking	Banking or financial	4.5156	.49161	1.901	.080
	IT or computer	4.5476	.57347		
	Manufacturing or industry	4.5086	.48404		
	Government or military	4.3592	.56686		
	Sales or marketing or retail	4.2325	.53631		
	Student	4.4150	.48342		
	Others	4.2778	.65545		

Table 4.7 above shows the analysis on the hypotheses two objective which is to examine the differences between field of occupation and the customer to adopt e-banking in Islamic bank. Hence, one-way ANOVA is used to test this hypothesis. The output table in Appendix F shows the F-value is 1.901 and the significant value is 0.080. Since the significant is highest than 0.05, hence the researcher failed to reject the null hypotheses and concluded that there is no significant differences between the field of occupation and the customer to adopt e-banking in Islamic bank.

4.5.6 Differences between monthly income and customers' adoption towards e-banking in Islamic bank

Ho6: There is no significant difference between monthly income and the customer to adopt e-banking in Islamic bank

Ha6: There is a significant difference between monthly income and the customer to adopt e-banking in Islamic bank

Table 4.8

Differences between monthly income and customers' adoption towards e-banking in Islamic bank

Variable	Monthly Income	Mean	Standard deviation	F-value	Significant level
Adopt e-banking	Below RM1499	4.3500	.51714	1.670	.173
	RM1500-RM2999	4.2952	.61131		
	RM3000-RM4599	4.4797	.53305		
	RM4600 and above	4.3711	.56263		

Table 4.8 above shows the analysis on the hypotheses two objective which is to examine the differences between monthly income and the customer to adopt e-banking in Islamic bank. Hence, one-way ANOVA is used to test this hypothesis. The output table in Appendix F shows the F-value is 1.670 and the significant value is 0.173. Since the significant is highest than 0.05, hence the researcher failed to reject the null hypotheses and concluded that there is no significant differences between the monthly income and the customer to adopt e-banking in Islamic bank.

4.5.7 Differences between internet accessibility and customers' adoption towards e-banking in Islamic bank

Ho7: There is no significant difference between internet accessibility at home or office and the customer to adopt e-banking in Islamic bank

Ha7: There is a significant difference between internet accessibility at home or office and the customer to adopt e-banking in Islamic bank

Table 4.9

Differences between internet accessibility and customers' adoption towards e-banking in Islamic bank

Variable	Internet accessibility	Mean	Standard deviation	t-value	Significant level
Adopt e-banking	Yes	4.3825	.55595	1.003	.317
	No	4.2692	.55192		

Table 4.9 above shows the analysis on the hypotheses two objective which is to examine the differences between internet accessibility at home or office and the customer to adopt e-banking in Islamic bank. Hence, t-test is used to test this hypothesis. The results show that the mean of users e-banking at Islamic banks who have the internet accessibility in their home or office are 4.3825 with a standard deviation of 0.55595 while the mean for have not the internet accessibility in their home or office is 4.2692 with a standard deviation of 0.55192. Since a significant level is higher than acceptable levels of 0.5, the null hypothesis for this test is failed to reject. It can be concluded that there is no significant difference between internet accessibility at home or office and the customer to adopt e-banking in Islamic bank.

4.5.8 Differences between level of computer literacy and customers' adoption towards e-banking in Islamic bank

Ho8: There is no significant difference between level of computer literacy and the customer to adopt e-banking in Islamic bank

Ha8: There is a significant difference between level of computer literacy and the customer to adopt e-banking in Islamic bank

Table 4.10

Differences between level of computer literacy and customers' adoption towards e-banking in Islamic bank

Variable	Level of Computer Literacy	Mean	Standard deviation	F-value	Significant level
Adopt e-banking	Expert	4.7609	.08088	6.090	.000
	Advanced	4.3811	.03205		
	Beginners	4.2137	.07580		
	Don't know how to operate computer	4.1000	.29155		

Table 4.10 above shows the one-way ANOVA that used to test this hypothesis. This table shows that the F-value is 6.090 and the value is at 0.000. Because significant value is lower than 0.05, the researchers conclude that there is a significant difference the level of computer literacy and the customer to adopt e-banking in Islamic bank. Further analysis of the computer literacy, researchers found that users that advanced in computer literacy are higher than the users that did know how to operate computer. Therefore, the null hypothesis is rejected and alternative hypothesis is accepted. Apart from current comparisons, tests show that there are different for e-banking users with high level of

computer literacy with users with lower level computer literacy and the customer to adopt e-banking in Islamic bank.

4.6 The correlation between the determinants and customers' adoption towards e-banking in Islamic bank

Correlation analysis shows the strength and significant variables of bivariate relationships between variables in the interval scale for a given way. The level of $p < 0.05$ and $p < 0.01$ were used to determine the correlation. This study uses Correlation to examine the relationship between perceived ease of use, security, speed, and fees and charges with customers to adopt e-banking in Islamic banks. The outcome of the present invention is to fulfill the first objectives of the research. Therefore, this study proposes hypotheses as follows:

Ho9: There is no significant relationship between perceived ease of use and the customer to adopt e-banking in Islamic bank

Ha9: There is a significant relationship between perceived ease of use and the customer to adopt e-banking in Islamic bank

Ho10: There is no significant relationship between security and the customer to adopt e-banking in Islamic bank

Ha10: There is a significant relationship between security and the customer to adopt e-banking in Islamic bank

Ho11: There is no significant relationship between speed and the customer to adopt e-banking in Islamic bank

Ha11: There is a significant relationship between speed and the customer to adopt e-banking in Islamic bank

Ho12: There is no significant relationship between fees and charges and the customer to adopt e-banking in Islamic bank

Ha12: There is a significant relationship between fees and charges and the customer to adopt e-banking in Islamic bank

According to Coakes (2013), there are some assumptions before coming out with correlation output. First assumption is related to the pairs, and then should be parallel score of the both variables. Second assumption is the measurement of the scale which means the data must be intervals. Third assumption is normality of the data that contributed. The data must satisfy the relationship of the variable is linear. The final assumption is homoscedasticity that the fiber plot determines homoscedasticity data. If this study does not have scattered plot patterns, independent variables are considered homoscedasticity.

Table 4.11

Correlation between the customer to adopt e-banking in Islamic bank and independent variables

Variable	Correlation	Significant Level
Adopt e-banking	1.00	.000
Perceive ease of use	.606**	.000
Security	.547**	.000
Speed	.457**	.000
Fees and charge	.443**	.000

** Correlation is significant at the 0.01 level (2-tailed).

Table 4.11 above shows the result of the correlation between independent variables with dependent variable are positively correlated at the confidence level 99% ($p < 0.01$). The first relationship between perceived ease of use and adopt e-banking. The correlation for both variables is 0.606 which is significant value of perceived ease of use is 0.000. Therefore, the null hypotheses will be rejected and accept the alternative hypotheses.

The next factor is security and adopt e-banking is a significant positive correlation. The correlation for both variables is 0.547 which is significant value of perceived ease of use is 0.000. Therefore, accept the alternative hypotheses with moderate relationship and rejected the null hypotheses.

Correlation for next factor is speed and adopt e-banking. The correlation for both variables is 0.457 which is significant value of speed is 0.000. Therefore, the null hypotheses will be rejected and accept the alternative hypotheses.

In addition, next factor which is fees and charge and adopt e-banking is a significant positive correlation. The correlation for both variables is 0.443 which is significant value of is 0.000. Therefore, accept the alternative hypotheses with moderate relationship and rejected the null hypotheses.

4.7 The influence of the determinant factors on the customer to adopt e-banking in Islamic bank

Multiple linear regressions been used to analyze the last hypotheses in this study. Multiple regressions will provide information about the overall model and the relative contribution of each variable that forms the model. In this study, researchers are keen to study the influence of determinants that are considered to be perceived easy to use, security, speed, and fees and charges to adopt e-banking in Islamic banks.

Ho14: There is no influence between the determinants (perceived ease of use, security, speed, and fees and charges) and the customer to adopt e-banking in Islamic bank

Ha14: The determinants (perceived ease of use, security, speed, and fees and charges) positively influence the customer to adopt e-banking in Islamic bank

Table 4.12
Result of Multiple Linear Regression result

Variables	B	t	Significant Level
Perceive ease of use	.396	7.739	.000
Security	.148	2.638	.009
Speed	.069	1.401	.162
Fees and charges	.158	3.881	.000
Constant	1.147		
R square	.446		
F value	73.377		
Sig.	.000		

**Significant at least 0.05 level

Tables 4.12 shows the result of linear regression which used to test the hypothesis between perceived easy to use, security, speed, and fees and charges) with the customer to adopt e-banking in Islamic banks. Coakes (2013) stated that there are many assumption need to fulfill before test the linear regression which are assumption of outliers, linearity, multicollinearity, homoscedasticity, and normality. After the decision, all assumptions are not contravened and the multiple regressions can be used to investigate between dependent variables and independent variables.

Analysis of variance from table of ANOVA shows ($F=73.377$) is found to be significant ($p=0.000$). Furthermore, the R square of the regression shows the percentage of variance 0.446 which is 44.6%. Therefore, the result can be interpreted that 44.6% of the variance of the customer to adopt e-banking in Islamic bank can be discussed by all independent variables.

Result in the table 4.12 shows the perceive ease of use had significant influence on the customer to adopt e-banking in Islamic bank ($B=0.396$, $\text{sig.}=0.000$). It means that one unit increase in perceived ease of use will positively increase 0.396 units of customer to adopt e-banking in Islamic bank. In addition, the fees and charge had significant influence on the customer to adopt e-banking in Islamic bank ($B=0.158$, $\text{sig.}=0.000$). It means that one unit increase in security will positively increase 0.158 units of customer to adopt e-banking in Islamic bank. Other variables that had the significant influence is security ($B=0.148$, $\text{sig.}=0.009$). It means that one unit increase in security will positively increase 0.148 units of customer to adopt e-banking in Islamic bank. Thus, it means this study rejected the null hypotheses that influence of perceived ease of use, fees and charge and security on the customer to adopt e-banking in Islamic bank.

However, the determinants for speed had no significant influence on the customer to adopt e-banking in Islamic bank ($B=0.069$, $\text{sig.}=0.162$). It means that one unit decrease in speed will decrease 0.069 units of customer to adopt e-banking in Islamic bank. Therefore, it fails to reject the null hypotheses. The researcher had summarized the relationship between the variables as the equation below that interprets the multiple linear regression analysis:

$$Y = a + B_1X_1 + B_2X_2 + B_3X_3 + B_4X_4 + C$$

$$\text{Adoption e-banking} = a + B_1(\text{PE})^{**} + B_2(\text{SE})^{**} + B_3(\text{SP}) + B_4(\text{FC})^{**} + C$$

Y	= Adoption e-banking in Islamic bank
a	= Intercepts (constant)
B	= Unstandardized beta coefficient
PE	= Perceived ease of use
SE	= Security
SP	= Speed
FC	= Fees and charges
C	= Other variables

$$\text{Therefore, } Y = 1.147 + 0.396 \text{ PE}^{**} + 0.148 \text{ SE}^{**} + 0.069 \text{ SP} + 0.158 \text{ FC}^{**} + C$$

** Significant at least 0.05 level

The above equation illustrates that there are at least three variables that have a significant influence on customers to adopt e-banking in Islamic banks. In conclusion, the null hypotheses is rejected and the alternative hypotheses is accepted because the regression is significant because p-value is less than 0.05 for factors were perceived ease of use, security and, fees and charges. However, the null hypotheses are accepted and the alternative hypotheses are rejected as p-value exceeds 0.05 is speed.

4.8 Views and Suggestions of Respondent

Based on the questionnaire part C, researcher found some suggestion and opinion regarding the e-banking that offered focuses in Islamic banks. First of all, the opinion about e-banking is the services that offered are simple and friendly user to the respondent especially who want to make the transfer fund by using the online banking. In addition, some of respondent opinion that easily for them to make payment for online shopping. Nowadays, there are a lots of business online which grown rapidly, so e-banking actually useful for the customer.

Furthermore, they are some of respondent gave the opinion that they always use e-banking for pay the bill and transfer the fund. It really useful especially for the career customer who have the limitation time because busy working. Furthermore, the respondents suggest the bankers to give more exposure to society about e-banking because some of customer did know well about convenience other than the machine that provided.

Additionally, there are several complaints and suggestions about e-banking. Some complaints are about Automated Teller Machines ATM which is generally under maintenance and management takes a long time to repair. Besides, need to put ATM especially in rural areas because some of the respondent said the ATM is so far from their place. However, there is respondent that ask the user or customer of Islamic bank to make the complaint in the right place and still choose and give support to the Islamic bank

because the management and board of the bank always try their best especially to improve their services. Lastly, there are some respondents write that they will always support and use e-banking services offered by Islamic banks as they believe they are using sharia-compliant facilities where no prohibited activities are involved.

4.9 Conclusion

This chapter discusses the outcome of the descriptive analysis of collected data, multiple correlations and regression analysis. The reliability of all variables are reliable to use. In addition, the relationship of the perceived ease of use, security, speed, fees and charges and shows the positive correlation with the customer to adopt e-banking in Islamic bank. In addition, there are three factors that significant the customer to adopt e-banking in Islamic bank, which is perceived ease of use, security, and fees and charges. The following chapter will discuss the views and suggestions of respondent, the result from chapter four and lastly is the recommendation for the future study.

CHAPTER 5

DISCUSSION AND CONCLUSION

5.1 Introduction

This chapter discusses the results of this study applied by the implications of this study. The first section explains the research findings highlighted based on the objectives of this study. Next part also discussed the implication based on the output analyze. Other than that, limitations and recommendations for future study will be discussed in this discussed.

5.2 Summary of Finding Consistent with Research Objectives

This study is to identify the most influential factors the customer to adopt e-banking in Islamic banks. This study focuses on the Muslim customer of Islamic banks in Kedah. In order to achieve the goal and to identify the factors influence of e-banking adoption, the researcher use perceived ease of use, security, speed, and fees and charges as independent variables.

5.2.1 Objective 1: To examine the differences between demographic factors and customers' adoption towards e-banking in Islamic bank.

The first objective of this study was to examine is there a significant differences between demographic factors on the factors influencing of e-banking. The demographic factors consist of gender, age group, status, level of education, field of occupation, monthly income, the internet accessibility at home or office and level of computer literacy. Gender and internet accessibility at home or offices were analyzed by using T-test analysis tool which shown the comparison between two groups. Meanwhile, age group, status, level of education, field of occupation , monthly income and level of computer literacy were analyzed by using One-way ANOVA which shown the comparison between more than two groups.

Based on the findings as discussed in the chapter 4, the researcher found out there is significant differences of demographic factors (education and level of computer literacy). However, the researcher found that there are no significant differences between (gender, age group, status, field of occupation, monthly income and the internet accessibility at home or office) and the customer to adopt e-banking in Islamic bank. It indicates that gender (male and female), all group of age, status (single, married, widow and widower), field of occupation (Banking/Financial institutional or IT/computer related or Manufacturing/industry related or government/ military related or Sales/Marketing/Retail related or student or others occupation), monthly income and the internet accessibility at home or office, all groups are likely to use e-banking services in Islamic banks.

5.2.2 Objective 2: To investigate the correlation between the determinants and customers to adopt e-banking in Islamic bank.

Second objective of this study is to investigate the determinants if there are any significant relationships between the factors (perceived ease of use, security, speed, and fees and charges) with the customer to adopt e-banking in Islamic bank.

The results of Pearson Correlation analysis determine that there are significant relationships between factors (perceived ease of use, security, and fees and charges) with the customer to adopt e-banking in Islamic bank. Furthermore, the results also indicate that all the variables are significant and positively correlate with the customer to adopt e-banking in Islamic bank at the confident level of 99 percent. It means that the stronger of perceived ease of use, security, speed, and fees and charge, the greater of the influence of customer to adopt e-banking in Islamic bank.

The strength of the association between perceived ease of use, security, speed, and fees and charges with the customer to adopt e-banking in Islamic bank is 0.606, 0.547, 0.457, and 0.443 respectively which can be considered as strong and moderate. Hence, this finding answered the second research question whether there are any significant relationships between the factors (perceived ease of use, security, speed, and fees and charges) with customer to adopt e-banking in Islamic bank.

5.2.3 Objective 3: To identify the factors influencing the customer to adopt e-banking in Islamic bank.

The third objective of this study is focus on the most influential determinants of customer to adopt e-banking in Islamic banks. As known, the determinants consist of perceived ease of use, security, speed, and fees and charges. Based on the result on the chapter 4, there are three determinants that have the influences the customer to adopt e-banking in Islamic banks namely perceived ease of us, security, and fees and charges.

The result from multiple linear regression analysis has shown that 44.6 percent of the variance of customer to adopt e-banking in Islamic banks can be explain the independent variables (perceived ease of use, security, speed, and fees and charges). Further, this study discloses that the factors that significantly influence the customer to adopt e-banking in Islamic banks are perceived ease of use, security, and fees and charges, while the other one independent variable which is speed are not significantly influence the customer to adopt e-banking in Islamic banks. Perceived ease of use showed the highest B coefficient with value 0.396 followed by fees and charge with B coefficient 0.158 and security with value 0.148. Speed shows the less B coefficient with value 0.069.

This study confirmed that perceived ease of use has a significant influence on the customer to adopt e-banking because users of e-banking realize that the services are easy to use. Based on the result of perceive ease of use in this study shows the contrary to the study by Chong et al. (2010) which found that the ease of use does not affect the

customers' intentions to adopt e-banking services in Vietnam. However, the result of this study is parallel with the Goudarzi et al. (2013) which stated perceived ease of use in e-banking that has an impact on the intent to deal positively including make customers trust the system when using transactions easily.

The second independent variable that has relationship with influential to customer to adopt e-banking is security. It realize that customers very alert about the security of e-banking which it involve the transaction of their money. Therefore, it parallel with the previous study by Yiu et al. (2007) which stated that ability customers ranked for security is the vital elements in figuring out purchaser adoption of e-banking offerings.

The finding of fees and charges that have relationship with influential to the customer to adopt e-banking has the parallel result with the previous study by Poon (2010) which stated in his study that users aware with the annual fees and charges that attributes the determinant of the user decision on using e-banking. In addition, the finding is also parallel with Sohrabi et al. (2013) in his study about investigate the factors for adoption e-banking which predicted the cost have significant that effect on users' adopt of e-banking.

The finding of speed has no relationship with the customer to adopt e-banking because of sometimes there are slow reaction time and the less of the internet connection when the customer use the services of e-banking by using the internet likes mobile banking or internet banking. Parallel with previous study by Wang et al. (2003) and Sathye (1999) about the quality of the internet connection give the impact towards banking services.

In conclusion, from the result, the more positive the perceived ease of use, security, speed, and fees and charges the more positive the significantly influential the customer to adopt e-banking in Islamic banks. However, in this study, speed cannot influence the customer to adopt e-banking in Islamic banks.



5.3 Contribution of the study

This section is discovery the theoretical contributions and management implications.

5.3.1 Theoretical Contribution

The contribution of this study from a theoretical perspective lies in identifying how perceived ease of use, security, speed, and fees and charges influence the customer to adopt e-banking in Islamic banks. Most previous researchers have focused more on the e-banking in all banks. It means not focuses on the Islamic bank as in this study. There are also previous studies focusing on the online banking which is the services in e-banking. However, in this study is discussing about most popular services in e-banking which is

ATM, CDM, bill transfer, mobile banking, online banking and other application such as application loan and credit card among users in Islamic bank. Hence, this study contributes to literature by investigating the factors mentioned and developing the theoretical framework that will affect the influence the customer to adopt e-banking in Islamic banks.

In addition, the proposed framework of the study in this study helps Islamic bank to enhance their marketing strategies and approaches to addressing customers. The findings also prove that the most influential factors affecting influence the customer to adopt e-banking in Islamic banks are perceived ease of use, security, speed, and fees and charges. Therefore, this study is to examine the customer to adopt e-banking in Islamic banks. The results suggest that perceived ease of use, security, speed, and fees and charges are the major factors influencing the customer to adopt e-banking in Islamic banks.

5.3.2 Managerial Implication

The theoretical implication in this study is to examine the factors influencing the customer to adopt e-banking in Islamic banks. The outcome of this study will give the new empirical evidence of relationship and significant influence between perceived ease of use, security, speed, and fees and charges with the customer to adopt e-banking in Islamic banks.

This study highlighted perceived ease of use, security, and fees and charge is the most influential factors on the customer to adopt e-banking in Islamic banks. However, speed show no significant influence upon the customer to adopt e-banking in Islamic banks. In addition, the results of this study provide some implications for Islamic banking and finance institutions to influence customers, especially Muslim customers to use e-banking in Islamic banks. The findings of this study can also be used by Islamic banks as well as Islamic financial institutions in their efforts to enhance and improve the services to satisfy their customer. Hence, Islamic financial institutions also should focus more on the elements to influence the Muslim community to contribute the e-banking services. Since research on the factors influencing the customer to adopt e-banking in Islamic banks is still inadequate or lacking, so researcher attempts to make some research in determining the factors that influential factor on the customer to adopt e-banking in Islamic banks.

In terms of services in Islamic bank in this study provide the following key inputs to Islamic financial institutions to plan and take better action to influence the community to better understand Islamic banking products and services. Shariah Advisors at Bank Negara Malaysia are encouraged to put more emphasis on creating awareness among the Muslim community on their supportive to use Islamic banking services like e-banking to avoid engaging in three elements which are prohibited by Islamic law, *riba*, *maisyr* and *gahar*. In fact, if Muslims customer themselves can clearly understand about e-banking service in Islamic banking, it will increase their knowledge and they may recommend to others. These social interactions assist Islamic financial institutions in enhancing their

marketing strategies to influence factor on the customer to adopt e-banking in Islamic banks.

In terms of understanding of customers, banking and finance institutions may conduct or conduct seminars or lectures in several places such as universities, schools, companies or may be able to make some events in their place to attract Muslim customers to participate and can help their own customers to develop their understanding of Islamic banking products and services, has indirectly increased the awareness of Islamic banking products and services among Islamic customers.

In addition, this study is also suggest Islamic financial institutions to ensure that Islamic banks are trained and equipped with an overall knowledge of the industry without focusing on certain related areas to facilitate them to influence customers to better understand the service operations. Islamic banks should be able to provide accurate information to customers while at the same time maintaining good relationships with customers as well as concerns over customer inquiries. It is therefore easy for customers to understand if the bank itself knows how to operate their services.

5.4 Recommendations for Future Study

In this study, researcher made an effort to develop models to measure the factors influencing the customer to adopt e-banking focuses in Islamic bank where the lack from previous study that focusing among the Muslim customer. Most of the previous study was measure on the general banks. For the future study, the researcher recommended to specific categories of customer bank which is from the generation Z which is born starting on 1996. Reasons the researcher recommended that generation because they born and grow up in digital era with a variety of sophisticated technologies. In addition, from that study can identify the awareness about religiosity and the halal product and services among the young generation.

5.5 Conclusion

The study was conducted to identify factors influencing the customer to adopt e-banking in Islamic banks in Kedah focuses on the pure Islamic banks which is Bank Islam Malaysia Berhad (BIMB) and Bank Muamalat Malaysia Berhad. Theory that use in this study is Technology Acceptance Model (TAM) and combination of factors from previous studies researchers is testing perceived ease of use, security, speed and fees and charges as variables for predict customer to adopt e-banking. Results show that factors of perceived ease of use, security, and fees and charge are appropriate to predict the customer to adopt e-banking in Islamic bank. However, this study is not exploring details on each services of e-banking.

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APPENDIX A

QUESTIONNAIRES



UUM

Universiti Utara Malaysia



CODE:

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"FAKTOR YANG MEMPENGARUHI PELANGGAN MENGGUNAKAN E-BANKING: KAJIAN TENTANG BANK-BANK ISLAM DI WILAYAH UTARA MALAYSIA"

Tuan / Puan

Kajian ini bertujuan untuk mengkaji faktor-faktor yang mempengaruhi pelanggan untuk mengadopsi e-banking di bank Islam. **E-banking (perbankan elektronik) adalah teknologi yang mewakili pelbagai perkhidmatan, termasuk mesin ATM, perbankan mudah alih, perbankan dalam talian dan perkhidmatan lain yang menggunakan sistem elektronik.**

Soal selidik ini mengandungi tiga bahagian. Bahagian A adalah untuk profil demografi responden, bahagian B adalah persepsi responden terhadap e-perbankan dan bahagian C adalah pendapat dan cadangan responden. Saya berharap anda boleh menjawab semua soalan dengan ikhlas kerana semua maklumat yang diperolehi sangat penting bagi penyelidikan ini. Soal selidik ini khas untuk pelanggan Bank Islam.

Soal selidik ini mungkin mengambil masa kira-kira 5-10 minit untuk dijawab. Semua maklumat hendaklah dijawab dengan yakin dan maklum balas anda akan dianalisis. Kerjasama anda dalam kajian ini sangat dihargai. Sekiranya anda mempunyai sebarang pertanyaan mengenai kajian ini boleh menghubungi Nur Ainil Khairina binti Ibrahim di ainil_khairina92@yahoo.com atau 013-4465143.

Yang ikhlas,
Nur Ainil Khairina binti Ibrahim
Pelajar Pascasiswazah
Pusat Pengajian Perniagaan Islam
University Utara Malaysia
Sintok, Kedah

CODE:

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“FACTORS INFLUENCING THE CUSTOMER TO ADOPT E-BANKING: A STUDY OF FULL-FLEDGED ISLAMIC BANK IN NORTHERN REGION OF MALAYSIA”

Dear Sir/Madam,

This study seeks to explore the factors influencing the customer to adopt e-banking: an empirical study in Islamic bank. **E-banking (electronic banking) is technology represents a variety of different services, ranging from the common automatic teller machine (ATM), mobile banking, online banking and others services using electronic system.**

This questionnaire contains three parts. Part A is for the demographic profile of the respondent, part B is the perception of respondent towards e-banking and the part C is the open minded question. The information obtained from this survey is very important for researcher to meet the objective of this research. This survey is meant to customers of Islamic Bank. I hope that you could make me a favor by helping me to fill up my questionnaire.

Kindly answer all the questions. This questionnaire might take about 5-10 minutes to complete. All information will be treated in strict confidence and your responses will only be analyzed in aggregate forms. Your kind participation in this study is highly valued and appreciated. Should you have any enquiries regarding this study, please do not hesitate to contact Nur Ainil Khairina binti Ibrahim at ainil_khairina92@yahoo.com or 013-4465143.

Yours sincerely,
Nur Ainil Khairina binti Ibrahim
Postgraduate Student
Islamic Business School
University Utara Malaysia

BAHAGIAN A/ PART A

Soalan berikut merujuk kepada profil demografik responden. Sila tandakan (✓) dalam kurungan yang disediakan bagi maklumat yang sesuai untuk jawapan anda.

The following questions refer to the demographic profile of the respondents. Please provide the appropriate information by placing a (✓) in the bracket provided to represent your answer.

A1. Jantina / Gender:

- 1. Lelaki / Male ()
- 2. Perempuan / Female ()

A2. Umur / Age:tahun / years old

A3. Status / Status:

- 1. Bujang / Single ()
- 2. Berkahwin / Married ()
- 3. Bercerai / Divorce ()
- 4. Janda atau Duda / Widow ()

A4. Tahap Pendidikan Tertinggi / Highest Educational Level:

- 1. Sekolah rendah/menengah ()
Primary/secondary school
- 2. Diploma / Diploma ()
- 3. Ijazah / Degree ()
- 4. Pascasiswazah / Postgraduate ()

A5. Bidang pekerjaan / Field of occupation:

- 1. Institusi Perbankan / Kewangan ()
Banking/Financial institutional
- 2. Berkaitan IT/ komputer ()
IT/computer related
- 3. Berkaitan perkilangan / industri ()
Manufacturing/industry related
- 4. Berkaitan kerajaan / ketenteraan ()
Government/Military related
- 5. Berkaitan jualan/pemasaran/runcit ()
Sales/Marketing/Retail related
- 6. Pelajar ()
Student
- 7. Lain-lain (sila nyatakan
Others (please stated).....

A6. Gaji bulanan / Monthly Income:

- 1. Bawah / below RM1499 ()
- 2. RM1500 – RM2999 ()
- 3. RM3000 – RM 4599 ()
- 4. RM4600 dan keatas / and above ()

A7. Akses Internet di rumah / pejabat: Internet accessibility at home/office:

- 1. Ya / Yes ()
- 2. Tidak / No ()

A8. Tahap kemahiran computer: Level of computer literacy:

- 1. Pakar / Expert ()
- 2. Maju / Advanced ()
- 3. Baru belajar / Beginners ()
- 4. Tidak tahu cara mengendalikan ()
computer / Don't know how to operate computer

A9. Saya menggunakan e-banking untuk (boleh ✓ melebihi 1):

- I use e-banking for (can ✓ more than 1):*
- 1. ATM ()
- 2. CDM ()
- 3. Pemindahan bil / Bill transfer ()
- 4. Perbankan mudah alih / Mobile banking ()
- 5. Perbankan atas talian / Online banking ()
- 6. Aplikasi untuk pinjaman dan kad kredit / Application for loan and credit card ()

BAHAGIAN B: PERSEPSI TERHADAP E-PERBANKAN
PART B: PERCEPTION TOWARDS E-BANKING

Arahan: Sila bulat jawapan anda

Direction: Please circle the number of your answer.

SANGAT TIDAK SETUJU / <i>STRONGLY DISAGREE</i>	TIDAK SETUJU / <i>DISAGREE</i>	SEDERHANA / <i>MODERATE</i>	SETUJU / <i>AGREE</i>	SANGAT SETUJU / <i>STRONGLY AGREE</i>
1	2	3	4	5

1	Menggunakan perkhidmatan e-Perbankan mudah untuk saya <i>Using the e-Banking service is easy for me</i>	1	2	3	4	5
2	Saya dapati interaksi penggunaan perkhidmatan e-Perbankan jelas dan mudah difahami <i>I find my interaction with the use of the e-Banking services clear and understandable</i>	1	2	3	4	5
3	Mudah bagi saya untuk mahir dalam penggunaan perkhidmatan e-Perbankan <i>It is easy for me to become skillful at the use of the e-Banking services</i>	1	2	3	4	5
4	Secara keseluruhan, saya dapati penggunaan perkhidmatan e-Perbankan mudah <i>Overall, I find the use of the e-Banking services easy</i>	1	2	3	4	5
5	Laman web bank menyediakan keselamatan dan kerahsiaan kewangan <i>Banks websites provides me financial security and confidentiality</i>	1	2	3	4	5
6	Saya percaya hanya pemilik akaun yang dibenarkan mengakses akaun. <i>I believe only authorized person can access own account.</i>	1	2	3	4	5

7	E-banking memastikan privasi akaun saya. <i>E-banking ensures privacy of my account.</i>	1	2	3	4	5
8	Bank tidak akan menyalahgunakan maklumat kewangan saya <i>Banks will never misuse my financial information.</i>	1	2	3	4	5
9	Saya bersetuju e-banking menyediakan prosedur operasi mudah. <i>I agree e-banking provides simple operational procedure.</i>	1	2	3	4	5
10	Saya percaya laman web bank selamat untuk pemindahan dana. <i>I believe banks website is secure for the fund transfer.</i>	1	2	3	4	5
11	Kerosakan sambungan kerap tidak pernah berlaku semasa saya melakukan transaksi <i>Frequent connection breakdown never happen during I make transaction</i>	1	2	3	4	5
12	Mudah untuk melayari laman bank kerana kelajuannya <i>Easy to navigate the bank site due to smooth speed</i>	1	2	3	4	5
13	Peralihan adalah cekap dan saya tidak akan menunggu lama <i>Transition is efficient and I will not waiting for a long time</i>	1	2	3	4	5
14	Kelajuan tindak balas terhadap aduan adalah memuaskan <i>Response speed to complaint is satisfactory</i>	1	2	3	4	5
15	Saya bersetuju bahawa aliran urus niaga elektronik lebih cepat daripada saluran perbankan tradisional <i>I agree the speed of e-transactions flow is faster than traditional banking channels</i>	1	2	3	4	5
16	Saya bersetuju dengan caj e-perbankan yang lebih rendah <i>I agree e-banking charge lower transaction fees</i>	1	2	3	4	5
17	Harga yuran perkhidmatan boleh diterima <i>Price of service fees is acceptable</i>	1	2	3	4	5
18	E-bank mengenakan yuran tahunan dan bagi saya ia munasabah dan berpatutan <i>E-banks charge annual fee and for me it's reasonable and affordable</i>	1	2	3	4	5

19	Saya tidak akan menamatkan perkhidmatan walaupun bank mengenakan yuran tahunan <i>I won't terminate services even if bank charges annual fee</i>	1	2	3	4	5
20	Saya akan terus menggunakan walaupun perlu membayar yuran langganan yang rendah <i>I will continue using although need to pay low subscription fees</i>	1	2	3	4	5
21	Saya sangat suka menggunakan e-banking <i>I really like to use e-banking</i>	1	2	3	4	5
22	Saya berasa sangat selesa dan yakin menggunakan e-banking di bank islam <i>I feel comfortable and confident to use e-banking in Islamic bank</i>	1	2	3	4	5
23	Saya berhasrat akan terus menggunakan e-banking <i>I would like to continue using e-banking</i>	1	2	3	4	5
24	Saya akan menggalakkan orang sekeliling menggunakan e-banking <i>I will encourage people around me to use e-banking</i>	1	2	3	4	5

BAHAGIAN C / PART C

Berikan saranan / pendapat anda mengenai e-perbankan di bank Islam

Give your suggestion/opinion about e-banking in Islamic bank

Terima kasih / Thank you

APPENDIX B

FACTOR ANALYSIS



Universiti Utara Malaysia

PERCEIVED EASE OF USE

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.680
Approx. Chi-Square		56.643
Bartlett's Test of Sphericity	df	6
Sig.		.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.809	70.224	70.224	2.809	70.224	70.224
2	.551	13.782	84.005			
3	.475	11.879	95.885			
4	.165	4.115	100.000			

Component Matrix^a

	Component
	1
P4	.898
P3	.860
P2	.805
P1	.785

SECURITY

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.656
Approx. Chi-Square	80.198
Bartlett's Test of Sphericity	df
	15
	Sig.
	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.174	52.897	52.897	3.174	52.897	52.897
2	1.029	17.148	70.046	1.029	17.148	70.046
3	.932	15.537	85.583			
4	.398	6.632	92.215			
5	.360	6.003	98.218			
6	.107	1.782	100.000			

Component Matrix^a

	Component
	1
S7	.917
S10	.845
S5	.844
S6	.769
S9	.498
S8	.838

SPEED

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.791
Approx. Chi-Square	55.979
Bartlett's Test of Sphericity	df
	10
	Sig.
	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.988	59.766	59.766	2.988	59.766	59.766
2	.837	16.740	76.506			
3	.612	12.245	88.751			
4	.292	5.834	94.585			
5	.271	5.415	100.000			

Component Matrix^a

	Component
	1
L12	.878
L13	.868
L14	.825
L11	.673
L15	.574

FEES AND CHARGE

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.772
Approx. Chi-Square	88.662
Bartlett's Test of Sphericity	df
	10
	Sig.
	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.392	67.839	67.839	3.392	67.839	67.839
2	.902	18.045	85.884			
3	.318	6.354	92.238			
4	.232	4.633	96.871			
5	.156	3.129	100.000			

Component Matrix^a

	Component
	1
F17	.890
F18	.868
F20	.852
F19	.767
F16	.729

ADOPTION

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.803
Approx. Chi-Square		54.589
Bartlett's Test of Sphericity	df	6
	Sig.	.000

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.885	72.116	72.116	2.885	72.116	72.116
2	.507	12.676	84.793			
3	.360	8.997	93.790			
4	.248	6.210	100.000			

Component Matrix^a

	Component
	1
A21	.896
A23	.852
A22	.840
A24	.806



APPENDIX C

RELIABILITY TEST

Universiti Utara Malaysia

PERCEIVE EASE OF USE

Reliability Statistics

Cronbach's Alpha	N of Items
.889	4

Item-Total Statistics

	Scale Mean if Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P2	13.1676	2.903	.803	.839
P3	13.1543	2.909	.777	.849
P4	13.0824	3.009	.770	.852
P1	12.9043	3.265	.678	.885

SECURITY

Reliability Statistics

Cronbach's Alpha	N of Items
.869	6

Item-Total Statistics

	Scale Mean if Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
S5	21.1330	8.169	.632	.853
S6	21.0904	7.805	.706	.840
S7	21.1303	7.996	.759	.831
S8	21.2527	7.917	.642	.852
S9	21.0133	8.786	.591	.859
S10	21.1888	8.138	.688	.843

SPEED

Reliability Statistics

Cronbach's Alpha	N of Items
.817	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
L11	16.4495	5.059	.610	.786
L12	16.1117	5.358	.701	.753
L13	16.0266	5.605	.667	.765
L14	16.2447	5.487	.632	.773
L15	15.6676	6.452	.451	.822



FEES AND CHARGE

Reliability Statistics

Cronbach's Alpha	N of Items
.825	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
F16	14.6729	8.114	.464	.832
F17	15.0319	7.140	.682	.772
F18	15.3005	6.904	.720	.760
F19	15.2420	7.251	.619	.791
F20	15.1250	7.390	.620	.791

ADOPTION

Reliability Statistics

Cronbach's Alpha	N of Items
.891	4

Item-Total Statistics

	Scale Mean if Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A21	13.0452	2.934	.762	.860
A22	13.1489	2.820	.750	.865
A23	13.0851	2.841	.820	.838
A24	13.1968	2.932	.715	.877





APPENDIX D

NORMALITY TEST

Universiti Utara Malaysia

PERCEIVED EASE OF USE

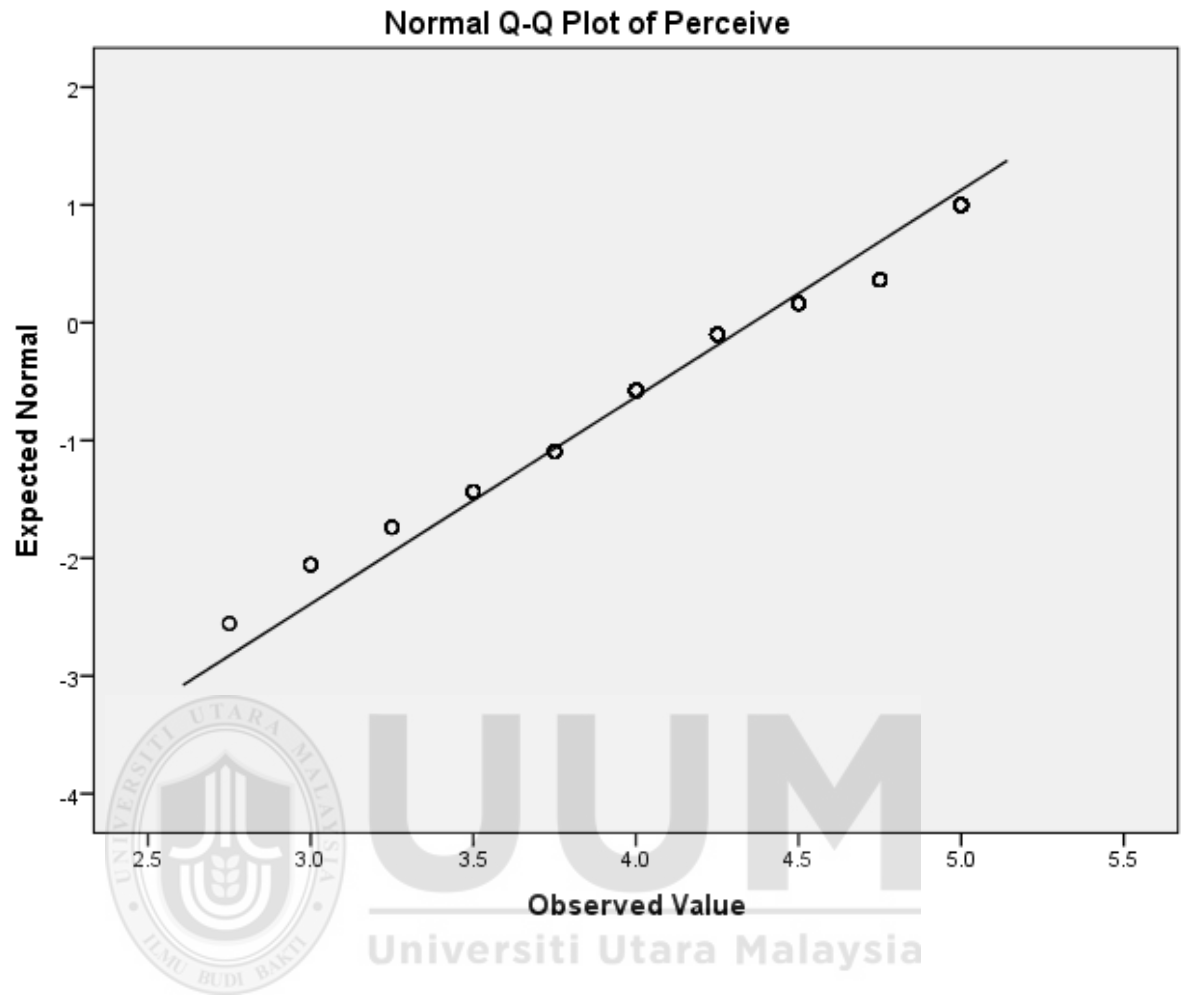
Descriptives

			Statistic	Std. Error
Perceive	Mean		4.3590	.02934
	95% Confidence Interval for Mean	Lower Bound	4.3013	
		Upper Bound	4.4167	
	5% Trimmed Mean		4.3954	
	Median		4.2500	
	Variance		.324	
	Std. Deviation		.56899	
	Minimum		2.75	
	Maximum		5.00	
	Range		2.25	
	Interquartile Range		1.00	
	Skewness		-.463	.126
	Kurtosis		-.559	.251

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Perceive	.187	376	.000	.891	376	.000

a. Lilliefors Significance Correction



SECURITY

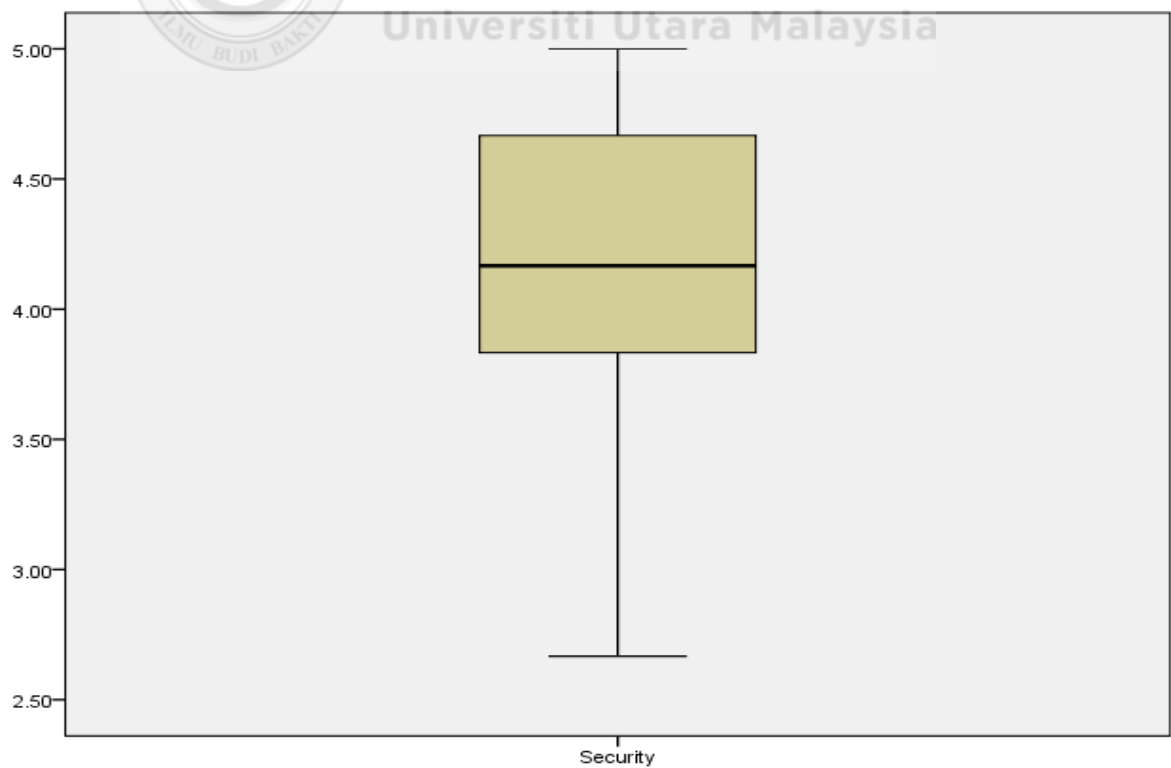
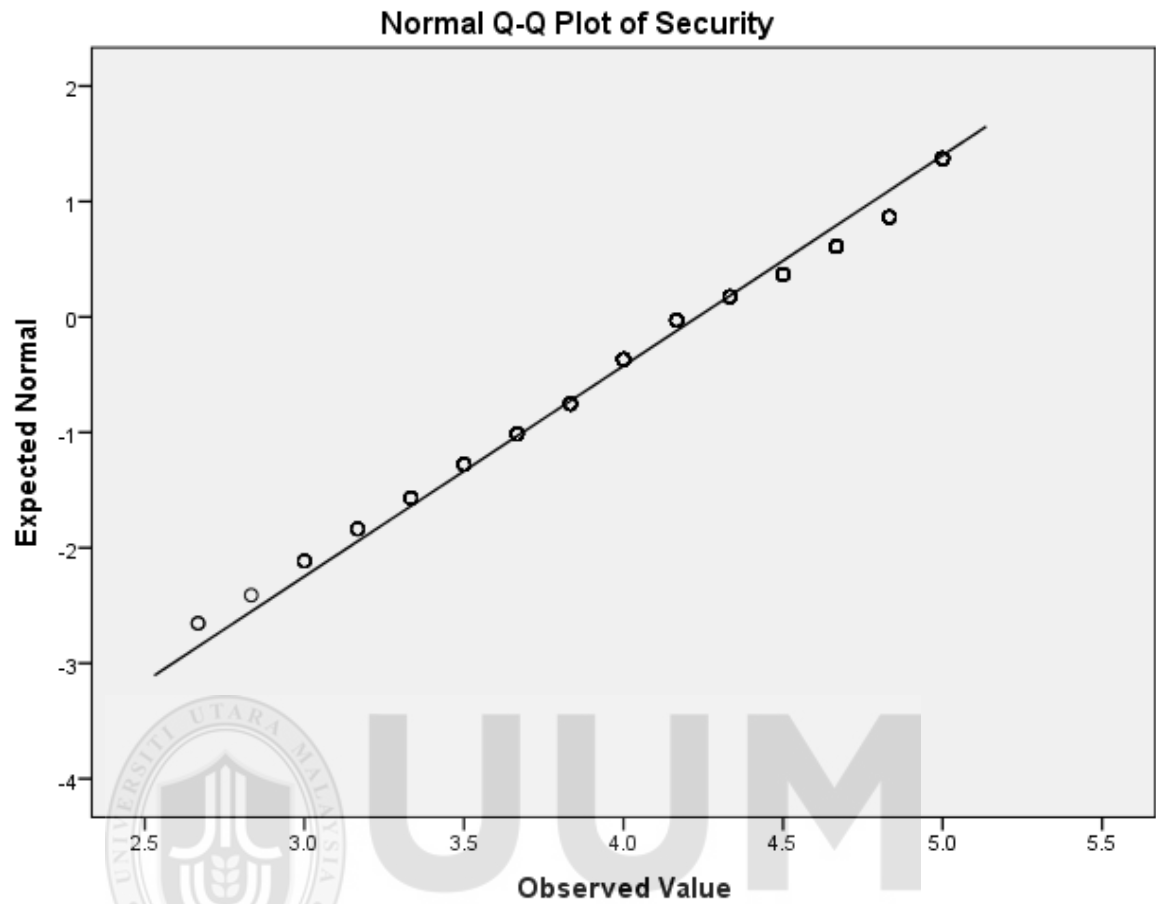
Descriptives

			Statistic	Std. Error
Security	Mean		4.2270	.02828
	95% Confidence Interval for Mean	Lower Bound	4.1698	
		Upper Bound	4.2841	
	5% Trimmed Mean		4.2533	
	Median		4.1667	
	Variance		.317	
	Std. Deviation		.56311	
	Minimum		2.00	
	Maximum		5.00	
	Range		3.00	
	Interquartile Range		.83	
	Skewness		-.430	.126
	Kurtosis		-.025	.251

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Security	.104	376	.000	.947	376	.000

a. Lilliefors Significance Correction



SPEED

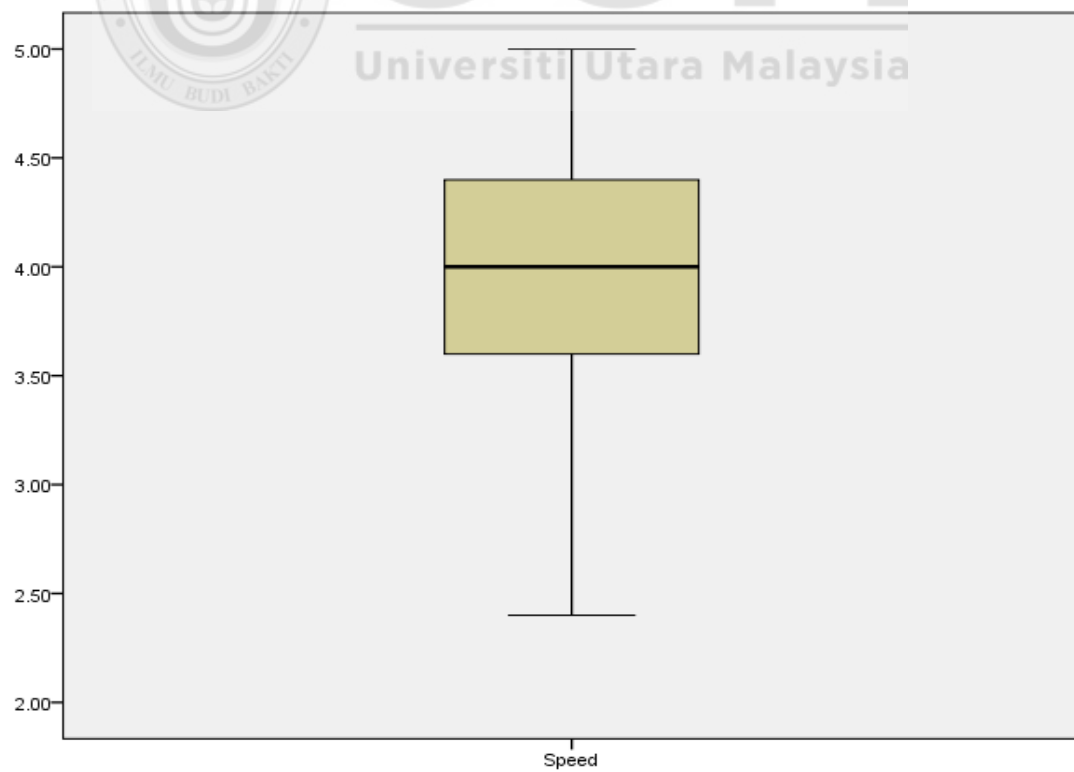
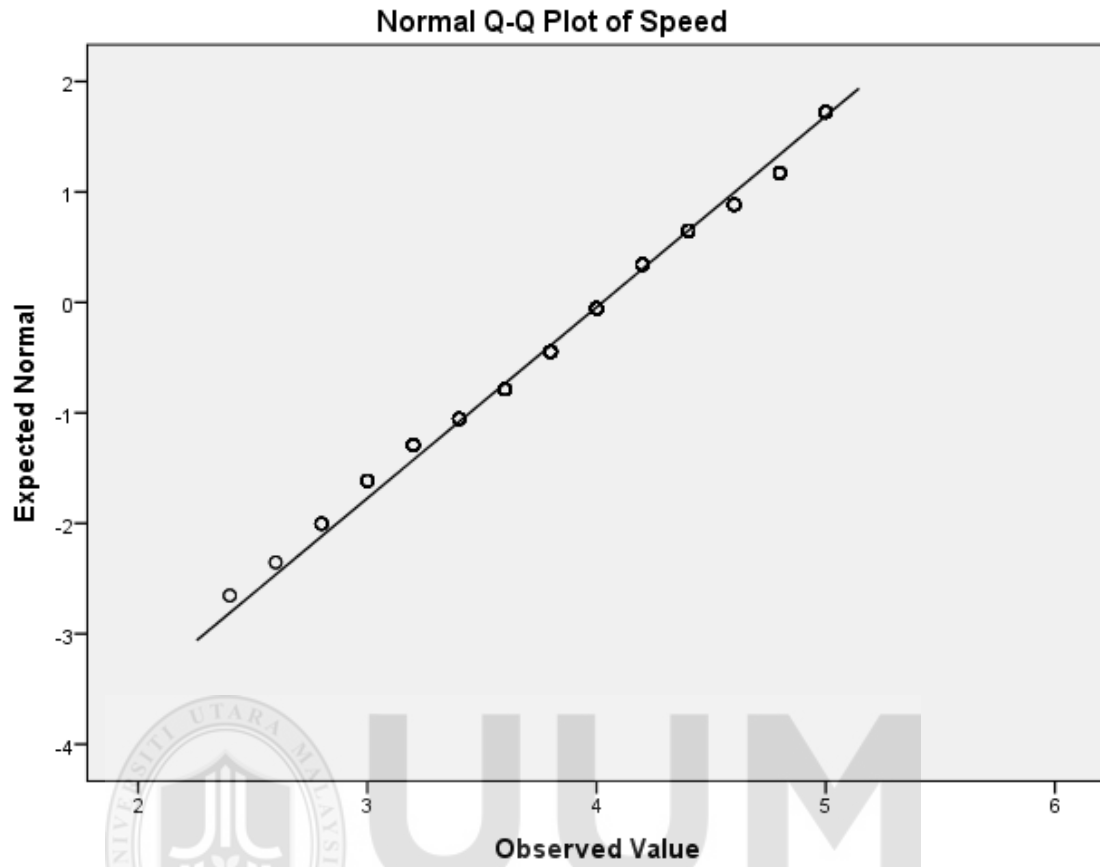
Descriptives

			Statistic	Std. Error
Speed	Mean		4.0250	.02981
	95% Confidence Interval for Mean	Lower Bound	3.9664	
		Upper Bound	4.0836	
	5% Trimmed Mean		4.0384	
	Median		4.0000	
	Variance		.334	
	Std. Deviation		.57810	
	Minimum		2.40	
	Maximum		5.00	
	Range		2.60	
	Interquartile Range		.80	
	Skewness		-.213	.126
	Kurtosis		-.338	.251

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Speed	.092	376	.000	.970	376	.000

a. Lilliefors Significance Correction



FEES AND CHARGE

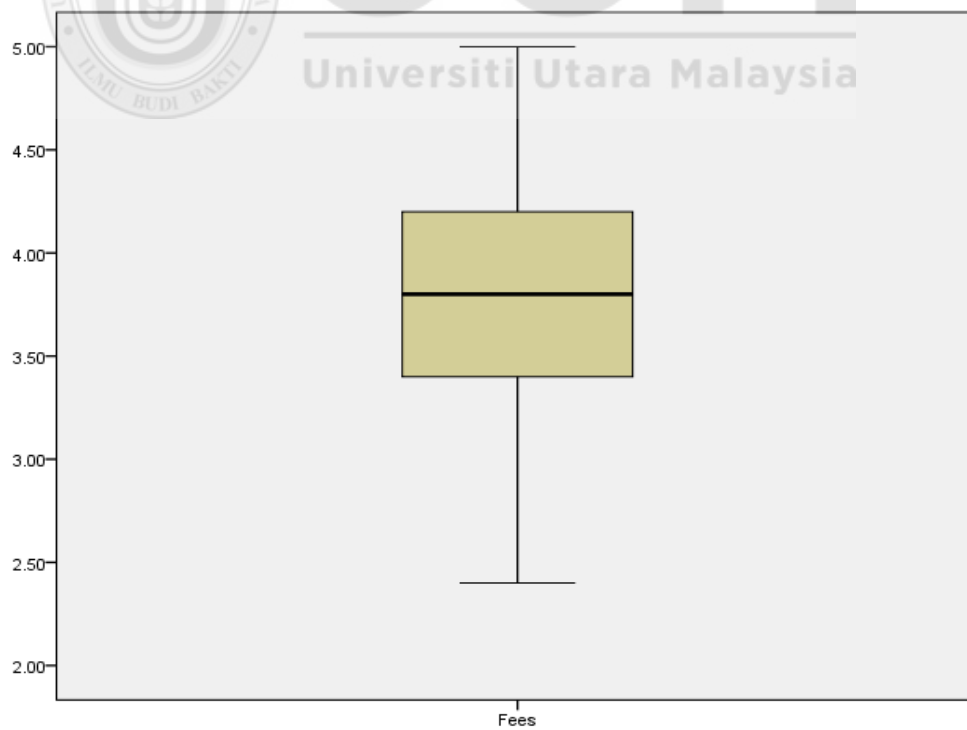
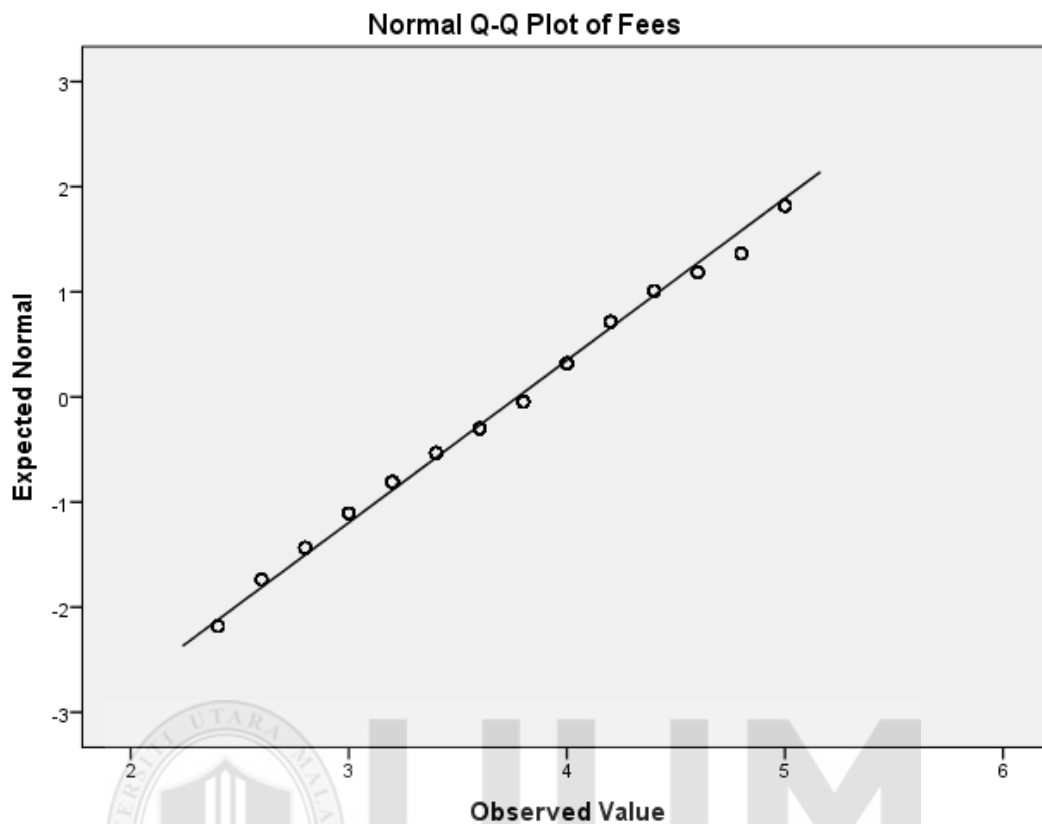
Descriptives

			Statistic	Std. Error
Fees	Mean		3.7766	.03327
	95% Confidence Interval for Mean	Lower Bound	3.7112	
		Upper Bound	3.8420	
	5% Trimmed Mean		3.7794	
	Median		3.8000	
	Variance		.416	
	Std. Deviation		.64505	
	Minimum		2.40	
	Maximum		5.00	
	Range		2.60	
	Interquartile Range		.80	
	Skewness		-.011	.126
	Kurtosis		-.500	.251

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Fees	.097	376	.000	.973	376	.000

a. Lilliefors Significance Correction



ADOPTION

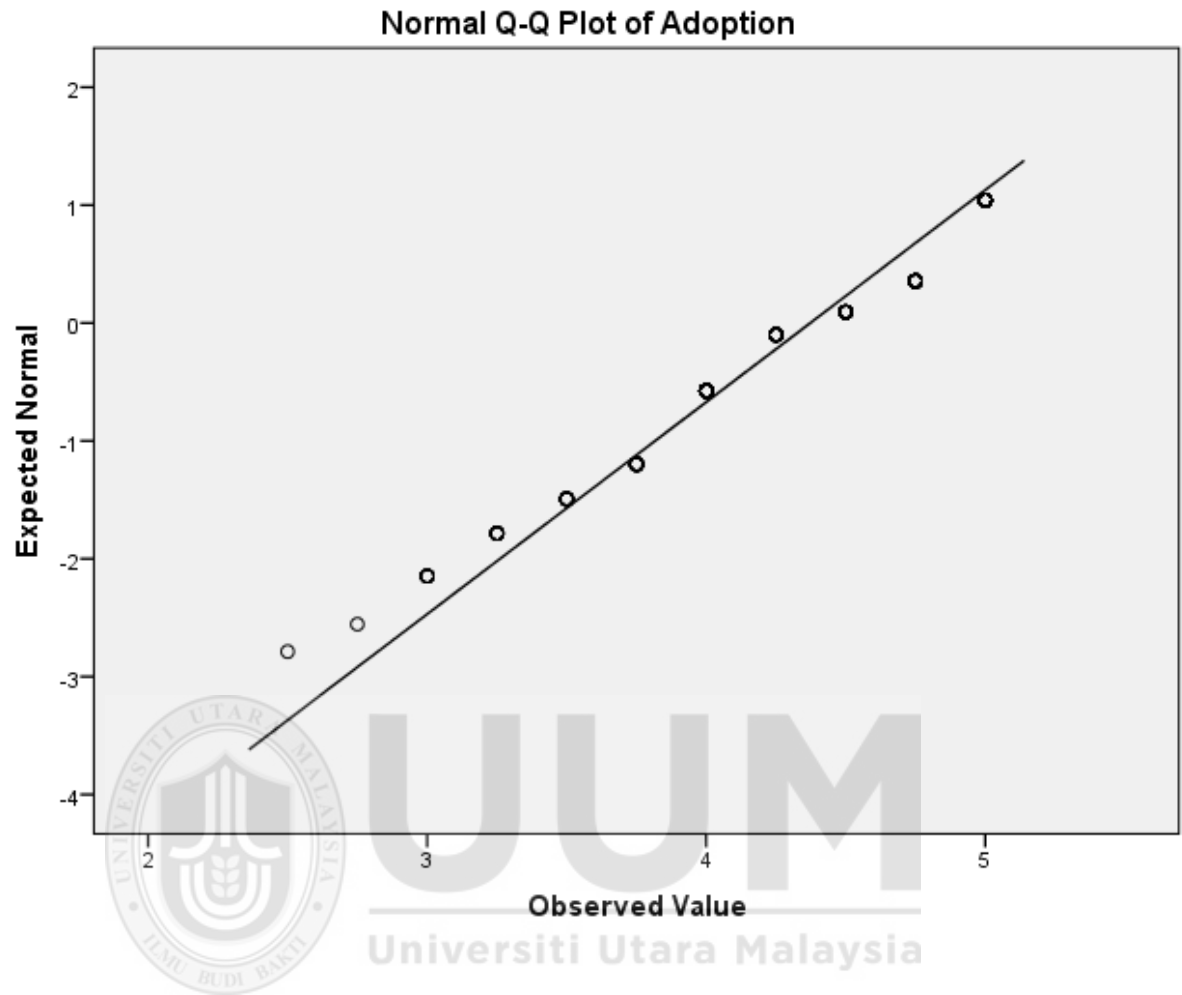
Descriptives


			Statistic	Std. Error
Adoption	Mean		4.3730	.02867
	95% Confidence Interval for Mean	Lower Bound	4.3166	
		Upper Bound	4.4294	
	5% Trimmed Mean		4.4088	
	Median		4.3750	
	Variance		.309	
	Std. Deviation		.55587	
	Minimum		2.50	
	Maximum		5.00	
	Range		2.50	
	Interquartile Range		1.00	
	Skewness		-.496	.126
	Kurtosis		-.468	.251

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Adoption	.177	376	.000	.885	376	.000

a. Lilliefors Significance Correction





APPENDIX E DESCRIPTIVE ANALYSIS

DESCRIPTIVE STATISTICS

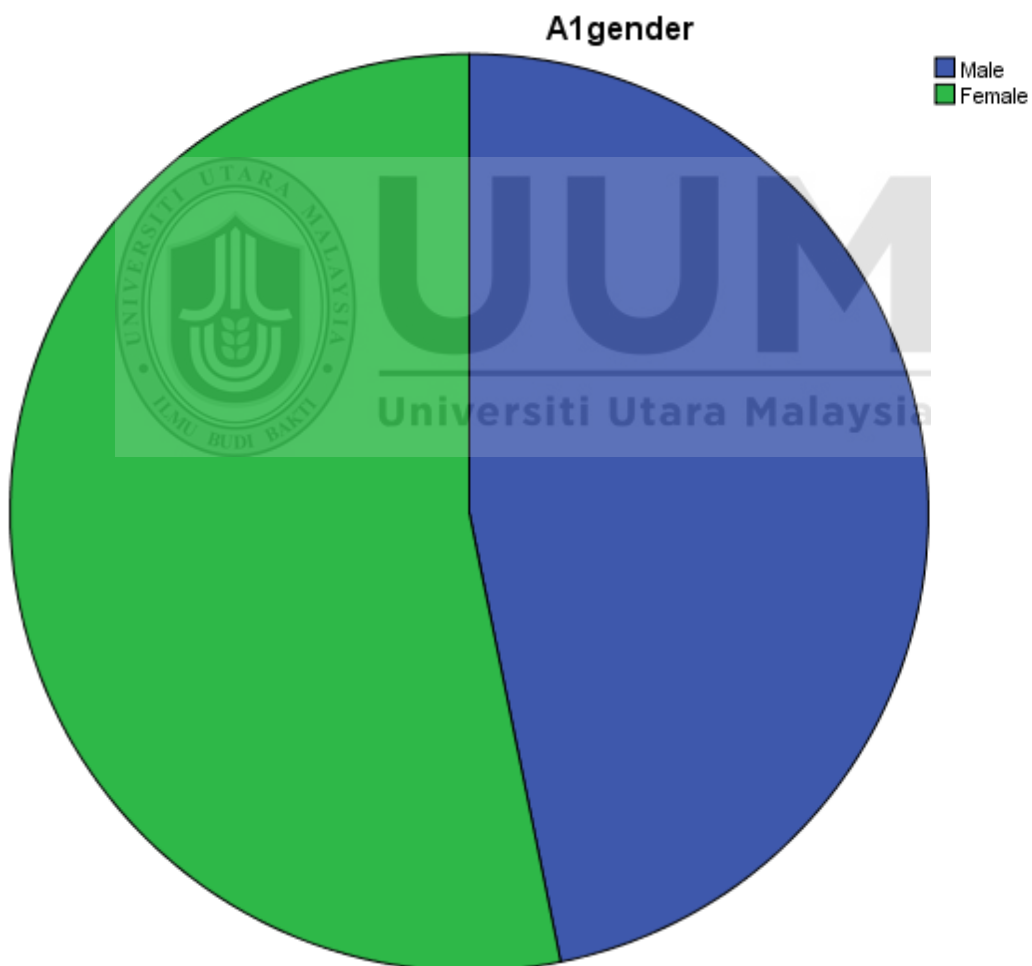
Statistics

	Code	Gender	Age	Status	Education	Occupation	Income	Internet Access	Literacy
N Valid	376	376	376	376	376	376	376	376	376
N Missing	0	0	0	0	0	0	0	0	0
Mean	188.50	1.53	2.4122	1.6596	2.6090	4.3324	2.4521	1.0718	2.1303
Median	188.50	2.00	2.0000	2.0000	3.0000	4.0000	2.0000	1.0000	2.0000
Minimum	1	1	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Maximum	376	2	4.00	4.00	4.00	7.00	4.00	2.00	4.00



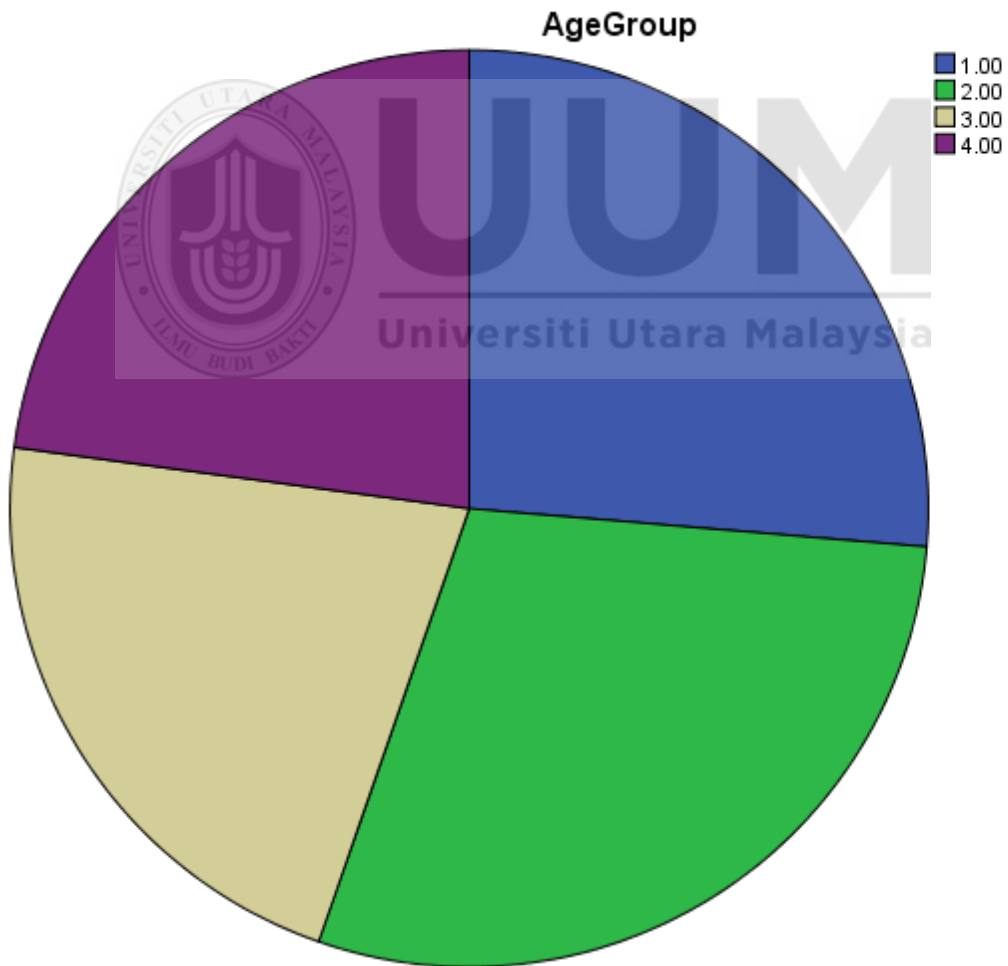
GENDER

Gender				
	Frequency	Percent	Valid Percent	Cumulative Percent
Male	176	46.8	46.8	46.8
Valid Female	200	53.2	53.2	100.0
Total	376	100.0	100.0	



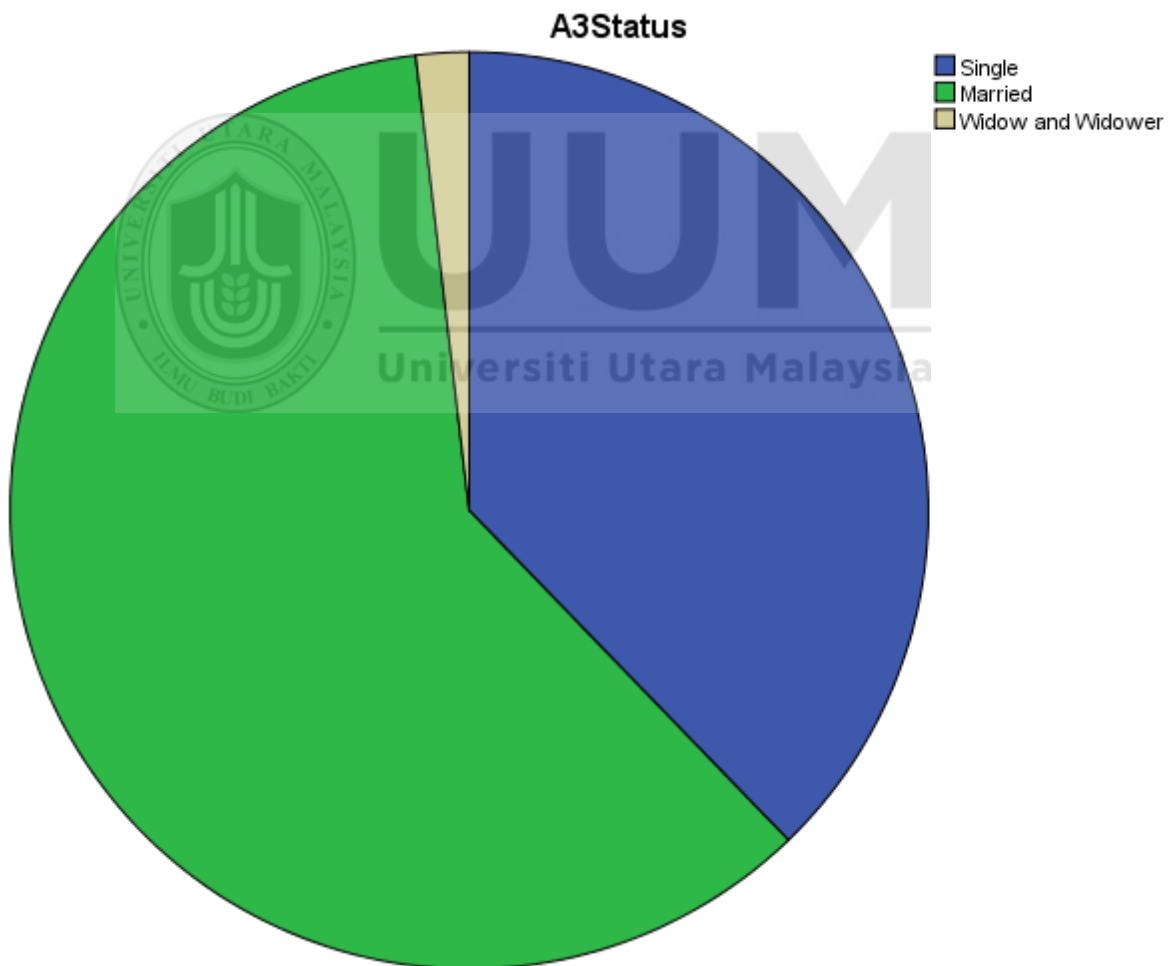
AGE GROUP

Age Group				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	26.3	26.3	26.3
	2.00	29.0	29.0	55.3
	3.00	21.8	21.8	77.1
	4.00	22.9	22.9	100.0
	Total	376	100.0	100.0



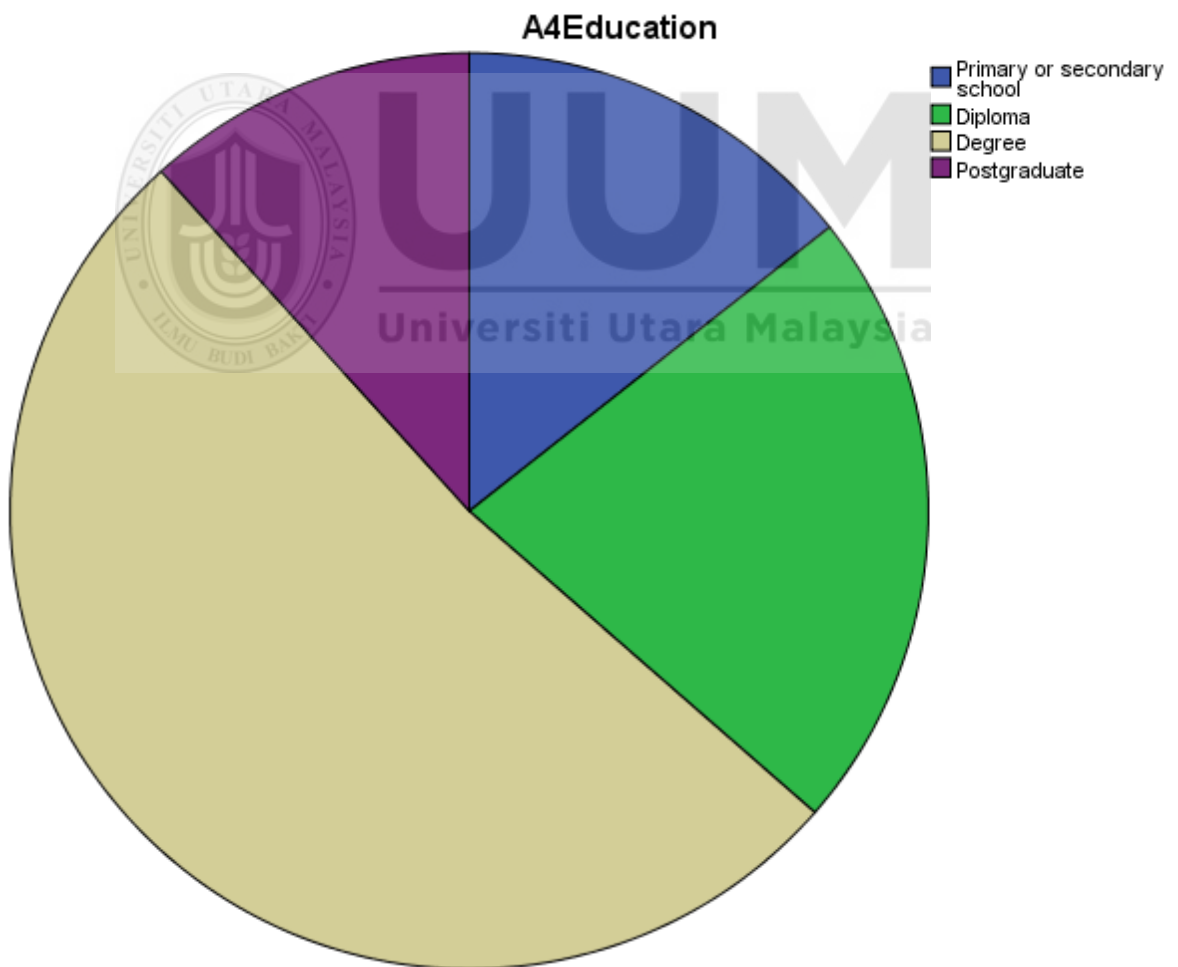
STATUS

Status				
	Frequency	Percent	Valid Percent	Cumulative Percent
Single	142	37.8	37.8	37.8
Married	227	60.4	60.4	98.1
Valid Widow and Widower	7	1.9	1.9	100.0
Total	376	100.0	100.0	



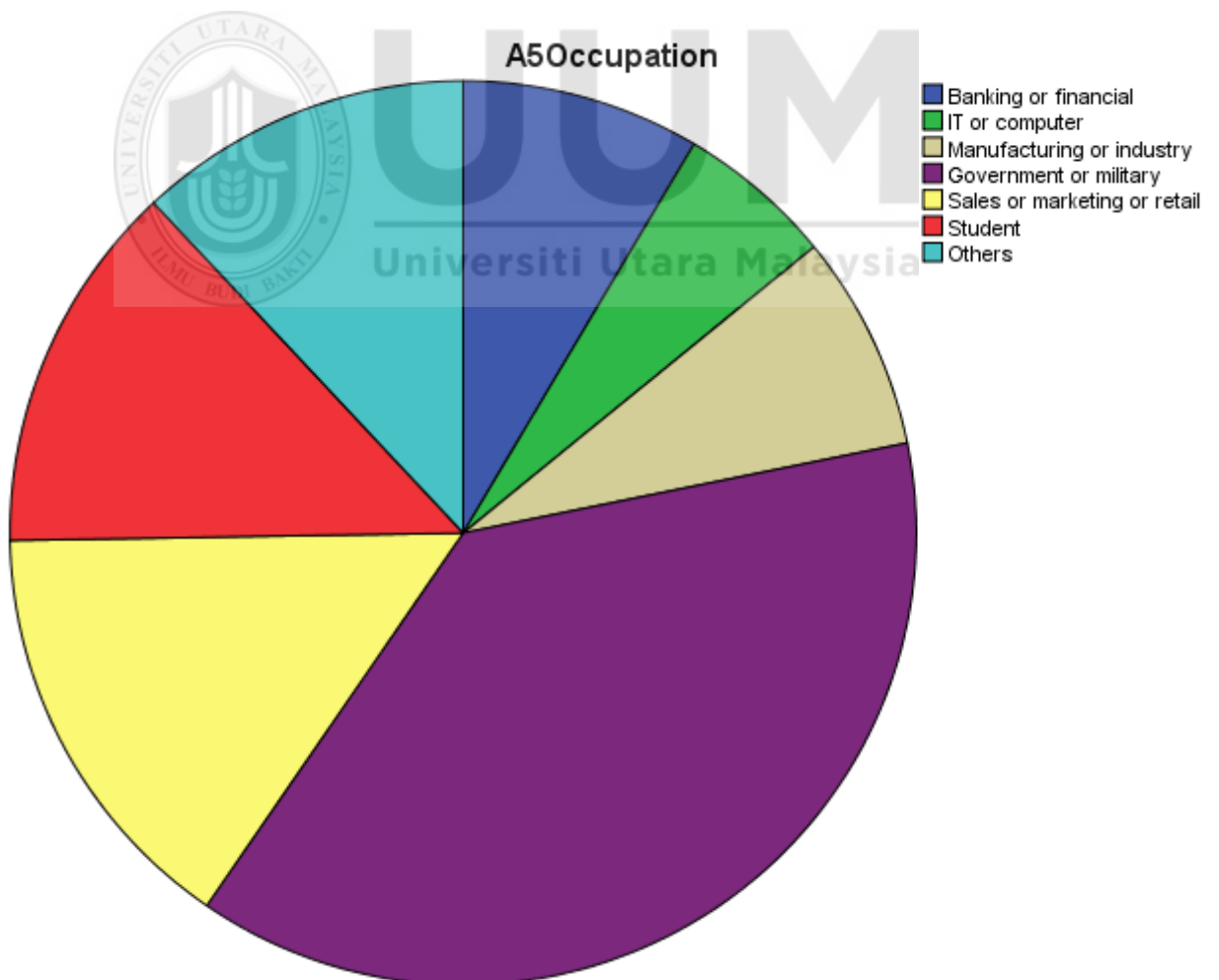
HIGH OF EDUCATION

Education		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary or secondary school	54	14.4	14.4	14.4
	Diploma	83	22.1	22.1	36.4
	Degree	195	51.9	51.9	88.3
	Postgraduate	44	11.7	11.7	100.0
	Total	376	100.0	100.0	



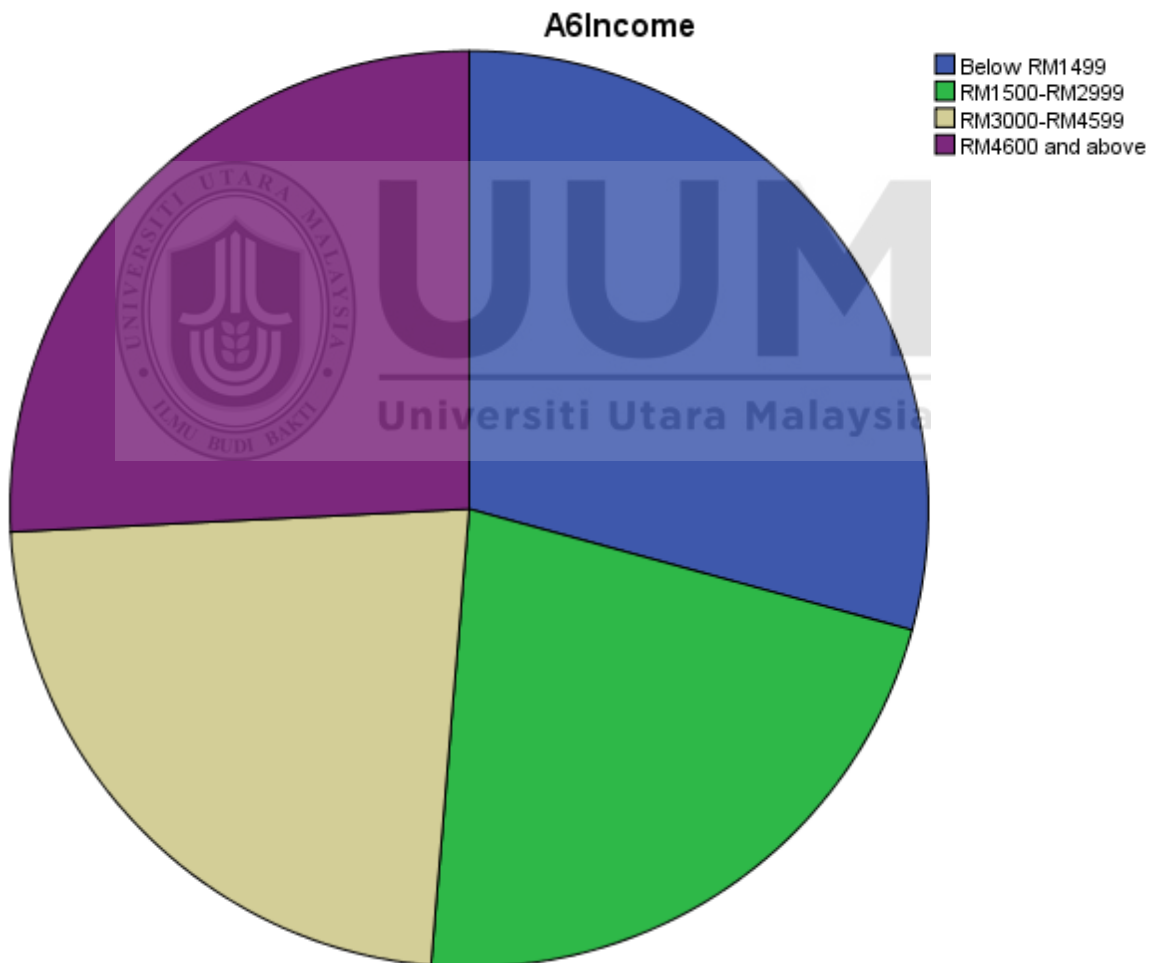
FIELD OF OCCUPATION

Occupation				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Banking or financial	32	8.5	8.5
	IT or computer	21	5.6	14.1
	Manufacturing or industry	29	7.7	21.8
	Government or military	142	37.8	59.6
	Sales or marketing or retail	57	15.2	74.7
	Student	50	13.3	88.0
	Others	45	12.0	100.0
	Total	376	100.0	100.0



MONTHLY INCOME

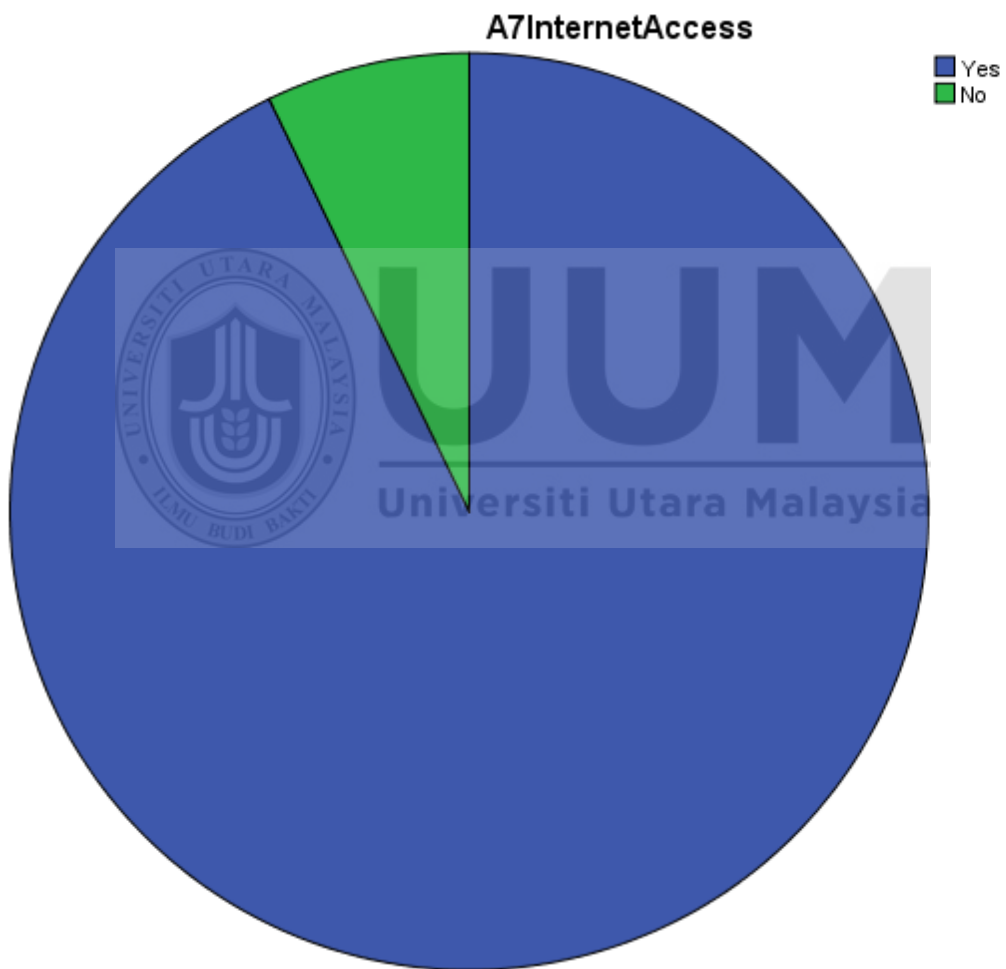
Income		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below RM1499	110	29.3	29.3	29.3
	RM1500-RM2999	83	22.1	22.1	51.3
	RM3000-RM4599	86	22.9	22.9	74.2
	RM4600 and above	97	25.8	25.8	100.0
	Total	376	100.0	100.0	



INTERNET ACCESSABILITY

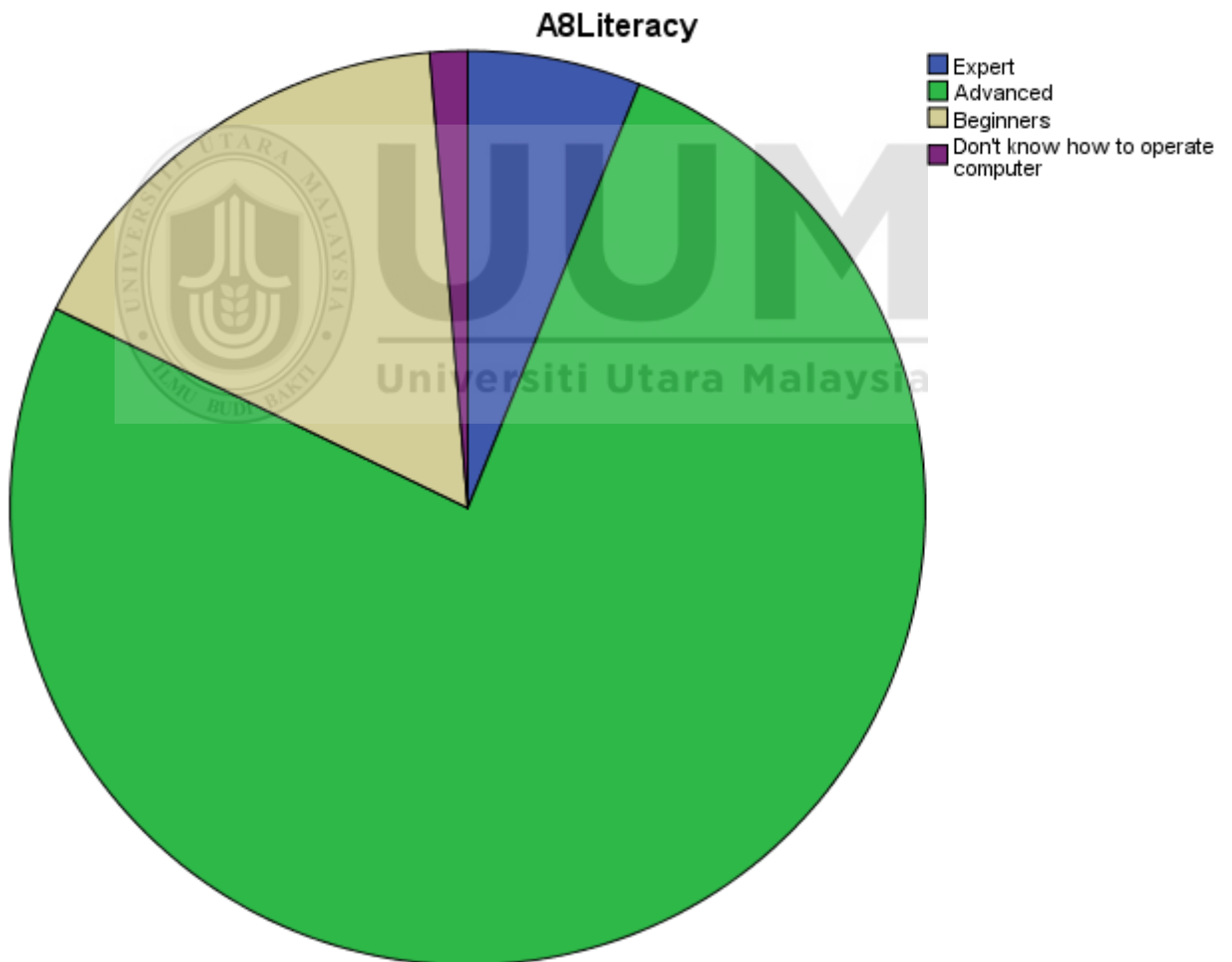
Internet Access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	349	92.8	92.8	92.8
	No	27	7.2	7.2	100.0
	Total	376	100.0	100.0	



COMPUTER LITERACY

Literacy		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Expert	23	6.1	6.1	6.1
	Advanced	286	76.1	76.1	82.2
	Beginners	62	16.5	16.5	98.7
	Don't know how to operate computer	5	1.3	1.3	100.0
	Total	376	100.0	100.0	





APPENDIX F

TEST OF DIFFERENCES

T-TEST

GENDER

Group Statistics

	Algender	N	Mean	Std. Deviation	Std. Error Mean
Adoption	Male	176	4.3821	.54637	.04118
	Female	200	4.3650	.56535	.03998

Independent Samples Test

Levene's Test for Equality of Variances		t-test for Equality of Means						
F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
							Lower	Upper
.471	.493	.297	374	.766	.01710	.05752	-.09600	.13021
		.298	370.716	.766	.01710	.05740	-.09576	.12996

INTERNET ACCESSIBILITY

Group Statistics

	A7InternetAccess	N	Mean	Std. Deviation	Std. Error Mean
Adoption	Yes	349	4.3825	.55595	.02976
	No	26	4.2692	.55192	.10824

Independent Samples Test

Levene's Test for Equality of Variances		t-test for Equality of Means						
F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
							Lower	Upper
.794	.373	1.003	373	.317	.11329	.11296	-.10883	.33542
		1.009	28.910	.321	.11329	.11226	-.11633	.34291

ANOVA

AGE GROUP

Descriptives

Adoption

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1.00	99	4.2980	.55979	.05626	4.1863	4.4096	2.75	5.00
2.00	109	4.4725	.49575	.04748	4.3784	4.5666	3.00	5.00
3.00	82	4.4055	.60939	.06730	4.2716	4.5394	2.50	5.00
4.00	86	4.3023	.55719	.06008	4.1829	4.4218	3.00	5.00
Total	376	4.3730	.55587	.02867	4.3166	4.4294	2.50	5.00

Test of Homogeneity of Variances

Adoption

Levene Statistic	df1	df2	Sig.
1.621	3	372	.184

ANOVA

Adoption

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.152	3	.717	2.346	.072
Within Groups	113.722	372	.306		
Total	115.874	375			

Multiple Comparisons

Dependent Variable: Adoption

Tukey HSD

(I) AgeGroup	(J) AgeGroup	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
1.00	2.00	-.17450	.07676	.106	-.3726	.0236
	3.00	-.10751	.08256	.562	-.3206	.1056
	4.00	-.00435	.08150	1.000	-.2147	.2060
2.00	1.00	.17450	.07676	.106	-.0236	.3726
	3.00	.06699	.08083	.841	-.1416	.2756
	4.00	.17015	.07975	.144	-.0356	.3759
3.00	1.00	.10751	.08256	.562	-.1056	.3206
	2.00	-.06699	.08083	.841	-.2756	.1416
	4.00	.10316	.08534	.622	-.1171	.3234
4.00	1.00	.00435	.08150	1.000	-.2060	.2147
	2.00	-.17015	.07975	.144	-.3759	.0356
	3.00	-.10316	.08534	.622	-.3234	.1171



UUM
Universiti Utara Malaysia

STATUS

Descriptives

Adoption

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Single	142	4.3803	.52905	.04440	4.2925	4.4681	3.00	5.00
Married	227	4.3601	.57750	.03833	4.2846	4.4357	2.50	5.00
Widow and Widower	7	4.6429	.28347	.10714	4.3807	4.9050	4.25	5.00
Total	376	4.3730	.55587	.02867	4.3166	4.4294	2.50	5.00

Test of Homogeneity of Variances

Adoption

Levene Statistic	df1	df2	Sig.
3.834	2	373	.022

ANOVA

Adoption

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.555	2	.277	.897	.409
Within Groups	115.319	373	.309		
Total	115.874	375			

Multiple Comparisons

Dependent Variable: Adoption

Tukey HSD

(I) A3Status	(J) A3Status	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Single	Married	.02015	.05949	.939	-.1198	.1601
	Widow and Widower	-.26258	.21528	.442	-.7691	.2440
	Single	-.02015	.05949	.939	-.1601	.1198
Married	Widow and Widower	-.28272	.21337	.382	-.7848	.2194
	Single	.26258	.21528	.442	-.2440	.7691
Widow and Widower	Married	.28272	.21337	.382	-.2194	.7848

HIGH OF EDUCATION

Descriptives

Adoption

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Primary or secondary school	54	4.1157	.64192	.08735	3.9405	4.2910	2.75	5.00
Diploma	83	4.3735	.53158	.05835	4.2574	4.4896	3.00	5.00
Degree	195	4.4179	.53275	.03815	4.3427	4.4932	2.50	5.00
Postgraduate	44	4.4886	.51137	.07709	4.3332	4.6441	3.50	5.00
Total	376	4.3730	.55587	.02867	4.3166	4.4294	2.50	5.00

Test of Homogeneity of Variances

Adoption

Levene Statistic	df1	df2	Sig.
.713	3	372	.545

ANOVA

Adoption

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4.556	3	1.519	5.075	.002
Within Groups	111.317	372	.299		
Total	115.874	375			

Multiple Comparisons

Dependent Variable: Adoption

Tukey HSD

(I) A4Education	(J) A4Education	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Primary or secondary school	Diploma	-.25775*	.09564	.037	-.5046	-.0109
	Degree	-.30221*	.08412	.002	-.5193	-.0851
	Postgraduate	-.37290*	.11110	.005	-.6596	-.0862
Diploma	Primary or secondary school	.25775*	.09564	.037	.0109	.5046
	Degree	-.04445	.07169	.926	-.2295	.1406
	Postgraduate	-.11514	.10201	.672	-.3784	.1481
Degree	Primary or secondary school	.30221*	.08412	.002	.0851	.5193
	Diploma	.04445	.07169	.926	-.1406	.2295
	Postgraduate	-.07069	.09130	.866	-.3063	.1649
Postgraduate	Primary or secondary school	.37290*	.11110	.005	.0862	.6596
	Diploma	.11514	.10201	.672	-.1481	.3784
	Degree	.07069	.09130	.866	-.1649	.3063

*. The mean difference is significant at the 0.05 level.

FIELD OF OCCUPATION

Descriptives

Adoption

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Banking or financial	32	4.5156	.49161	.08691	4.3384	4.6929	3.50	5.00
IT or computer	21	4.5476	.57347	.12514	4.2866	4.8087	3.00	5.00
Manufacturing or industry	29	4.5086	.48404	.08988	4.3245	4.6927	3.25	5.00
Government or military	142	4.3592	.56686	.04757	4.2651	4.4532	2.50	5.00
Sales or marketing or retail	57	4.2325	.53631	.07104	4.0902	4.3748	3.00	5.00
Student	50	4.4150	.48342	.06837	4.2776	4.5524	3.50	5.00
Others	45	4.2778	.65545	.09771	4.0809	4.4747	3.00	5.00
Total	376	4.3730	.55587	.02867	4.3166	4.4294	2.50	5.00

Test of Homogeneity of Variances

Adoption

Levene Statistic	df1	df2	Sig.
1.713	6	369	.117

ANOVA

Adoption

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.474	6	.579	1.901	.080
Within Groups	112.399	369	.305		
Total	115.874	375			

Multiple Comparisons

Dependent Variable: Adoption

Tukey HSD

(I) A5Occup ation	(J) A5Occupation	Mean Differenc e (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Banking or financial	IT or computer	-.03199	.15500	1.000	-.4915	.4275
	Manufacturing or industry	.00700	.14150	1.000	-.4125	.4265
	Government or military	.15647	.10800	.775	-.1637	.4767
	Sales or marketing or retail	.28317	.12191	.236	-.0783	.6446
	Student	.10063	.12494	.984	-.2698	.4710
	Others	.23785	.12762	.506	-.1405	.6162
IT or computer	Banking or financial	.03199	.15500	1.000	-.4275	.4915
	Manufacturing or industry	.03900	.15814	1.000	-.4298	.5078
	Government or military	.18846	.12904	.768	-.1941	.5710
	Sales or marketing or retail	.31516	.14089	.278	-.1025	.7328
	Student	.13262	.14352	.969	-.2929	.5581
	Others	.26984	.14586	.515	-.1626	.7023
Manufact uring or industry	Banking or financial	-.00700	.14150	1.000	-.4265	.4125
	IT or computer	-.03900	.15814	1.000	-.5078	.4298
	Government or military	.14947	.11247	.838	-.1840	.4829
	Sales or marketing or retail	.27616	.12589	.301	-.0971	.6494
	Student	.09362	.12882	.991	-.2883	.4755
	Others	.23084	.13143	.578	-.1588	.6205
Governm ent or military	Banking or financial	-.15647	.10800	.775	-.4767	.1637
	IT or computer	-.18846	.12904	.768	-.5710	.1941
	Manufacturing or industry	-.14947	.11247	.838	-.4829	.1840
	Sales or marketing or retail	.12670	.08654	.766	-.1299	.3833
	Student	-.05585	.09076	.996	-.3249	.2132
	Others	.08138	.09441	.978	-.1985	.3613
Sales or marketin g or retail	Banking or financial	-.28317	.12191	.236	-.6446	.0783
	IT or computer	-.31516	.14089	.278	-.7328	.1025
	Manufacturing or industry	-.27616	.12589	.301	-.6494	.0971
	Government or military	-.12670	.08654	.766	-.3833	.1299
	Student	-.18254	.10694	.612	-.4996	.1345
	Others	-.04532	.11006	1.000	-.3716	.2810
Student	Banking or financial	-.10063	.12494	.984	-.4710	.2698
	IT or computer	-.13262	.14352	.969	-.5581	.2929
	Manufacturing or industry	-.09362	.12882	.991	-.4755	.2883
	Government or military	.05585	.09076	.996	-.2132	.3249

	Sales or marketing or retail	.18254	.10694	.612	-.1345	.4996
	Others	.13722	.11341	.890	-.1990	.4734
	Banking or financial	-.23785	.12762	.506	-.6162	.1405
	IT or computer	-.26984	.14586	.515	-.7023	.1626
	Manufacturing or industry	-.23084	.13143	.578	-.6205	.1588
Others	Government or military	-.08138	.09441	.978	-.3613	.1985
	Sales or marketing or retail	.04532	.11006	1.000	-.2810	.3716
	Student	-.13722	.11341	.890	-.4734	.1990

MONTHLY INCOME

		Descriptives						
Adoption	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Below RM1499	110	4.3500	.51714	.04931	4.2523	4.4477	3.00	5.00
RM1500- RM2999	83	4.2952	.61131	.06710	4.1617	4.4287	2.75	5.00
RM3000- RM4599	86	4.4797	.53305	.05748	4.3654	4.5939	3.00	5.00
RM4600 and above	97	4.3711	.56263	.05713	4.2577	4.4845	2.50	5.00
Total	376	4.3730	.55587	.02867	4.3166	4.4294	2.50	5.00

Test of Homogeneity of Variances

Adoption			
Levene Statistic	df1	df2	Sig.
.557	3	372	.644

ANOVA

Adoption

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.539	3	.513	1.670	.173
Within Groups	114.334	372	.307		
Total	115.874	375			

Multiple Comparisons

Dependent Variable: Adoption

Tukey HSD

(I) A6Income	(J) A6Income	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Below RM1499	RM1500- RM2999	.05482	.08060	.905	-.1532	.2628
	RM3000- RM4599	-.12965	.07980	.366	-.3356	.0763
	RM4600 and above	-.02113	.07722	.993	-.2204	.1781
	Below RM1499	-.05482	.08060	.905	-.2628	.1532
RM1500- RM2999	RM3000- RM4599	-.18447	.08530	.136	-.4046	.0357
	RM4600 and above	-.07595	.08289	.796	-.2899	.1380
	Below RM1499	.12965	.07980	.366	-.0763	.3356
	RM1500- RM2999	.18447	.08530	.136	-.0357	.4046
RM3000- RM4599	RM4600 and above	.10852	.08211	.550	-.1034	.3204
	Below RM1499	.02113	.07722	.993	-.1781	.2204
	RM1500- RM2999	.07595	.08289	.796	-.1380	.2899
	RM3000- RM4599	-.10852	.08211	.550	-.3204	.1034

COMPUTER LITERACY

Descriptives

Adoption

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Expert	23	4.7609	.38787	.08088	4.5931	4.9286	3.75	5.00
Advanced	286	4.3811	.54195	.03205	4.3180	4.4442	2.75	5.00
Beginners	62	4.2137	.59686	.07580	4.0621	4.3653	2.50	5.00
Don't know how to operate computer	5	4.1000	.65192	.29155	3.2905	4.9095	3.00	4.50
Total	376	4.3730	.55587	.02867	4.3166	4.4294	2.50	5.00

Test of Homogeneity of Variances

Adoption

Levene Statistic	df1	df2	Sig.
3.628	3	372	.013

ANOVA

Adoption

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.425	3	1.808	6.090	.000
Within Groups	110.449	372	.297		
Total	115.874	375			


Multiple Comparisons

Dependent Variable: Adoption

Tukey HSD

(I) A8Literacy	(J) A8Literacy	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Expert	Advanced	.37975*	.11810	.008	.0750	.6845
	Beginners	.54716*	.13303	.000	.2038	.8905
	Don't know how to operate computer	.66087	.26887	.068	-.0330	1.3547
Advanced	Expert	-.37975*	.11810	.008	-.6845	-.0750
	Beginners	.16741	.07633	.127	-.0296	.3644
	Don't know how to operate computer	.28112	.24580	.663	-.3532	.9155
Beginners	Expert	-.54716*	.13303	.000	-.8905	-.2038
	Advanced	-.16741	.07633	.127	-.3644	.0296
	Don't know how to operate computer	.11371	.25332	.970	-.5400	.7674
Don't know how to operate computer	Expert	-.66087	.26887	.068	-1.3547	.0330
	Advanced	-.28112	.24580	.663	-.9155	.3532
	Beginners	-.11371	.25332	.970	-.7674	.5400

*. The mean difference is significant at the 0.05 level.



APPENDIX G CORRELATION

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PERCEIVE EASE OF USE

Correlations

		Perceive	Adoption
Perceive	Pearson Correlation	1	.606**
	Sig. (2-tailed)		.000
	N	376	376
Adoption	Pearson Correlation	.606**	1
	Sig. (2-tailed)	.000	
	N	376	376

** Correlation is significant at the 0.01 level (2-tailed).

SECURITY

Correlations

		Security	Adoption
Security	Pearson Correlation	1	.547**
	Sig. (2-tailed)		.000
	N	376	376
Adoption	Pearson Correlation	.547**	1
	Sig. (2-tailed)	.000	
	N	376	376

**, Correlation is significant at the 0.01 level (2-tailed).

SPEED

Correlations

		Speed	Adoption
Speed	Pearson Correlation	1	.457**
	Sig. (2-tailed)		.000
	N	376	376
Adoption	Pearson Correlation	.457**	1
	Sig. (2-tailed)	.000	
	N	376	376

** . Correlation is significant at the 0.01 level (2-tailed).

FEES AND CHARGE

Correlations

		Fees	Adoption
Fees	Pearson Correlation	1	.443**
	Sig. (2-tailed)		.000
	N	376	376
Adoption	Pearson Correlation	.443**	1
	Sig. (2-tailed)	.000	
	N	376	376

** . Correlation is significant at the 0.01 level (2-tailed).

APPENDIX H

MULTIPLE LINEAR REGRESSIONS



Universiti Utara Malaysia

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Perceive, Fees, Speed, Security ^b	.	Enter

a. Dependent Variable: Adoption

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.665 ^a	.442	.436	.41758

a. Predictors: (Constant), Perceive, Fees, Speed, Security

b. Dependent Variable: Adoption

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	51.180	4	12.795	73.377	.000 ^b
	Residual	64.693	371	.174		
	Total	115.874	375			

a. Dependent Variable: Adoption

b. Predictors: (Constant), Perceive, Fees, Speed, Security

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
(Constant)	1.147	.192		5.972	.000					
Perceive	.396	.051	.405	7.739	.000	.606	.373	.300	.549	1.823
1 Security	.148	.056	.150	2.638	.009	.547	.136	.102	.464	2.154
Speed	.069	.049	.071	1.401	.162	.457	.073	.054	.580	1.724
Fees	.158	.041	.184	3.881	.000	.443	.197	.151	.673	1.486

a. Dependent Variable: Adoption

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions				
				(Constant)	Perceive	Security	Speed	Fees
1	1	4.959	1.000	.00	.00	.00	.00	.00
	2	.017	17.216	.07	.08	.01	.00	.83
	3	.010	22.422	.68	.01	.03	.46	.07
	4	.009	23.519	.23	.22	.17	.54	.05
	5	.006	29.678	.02	.69	.79	.01	.06

a. Dependent Variable: Adoption

Casewise Diagnostics^a

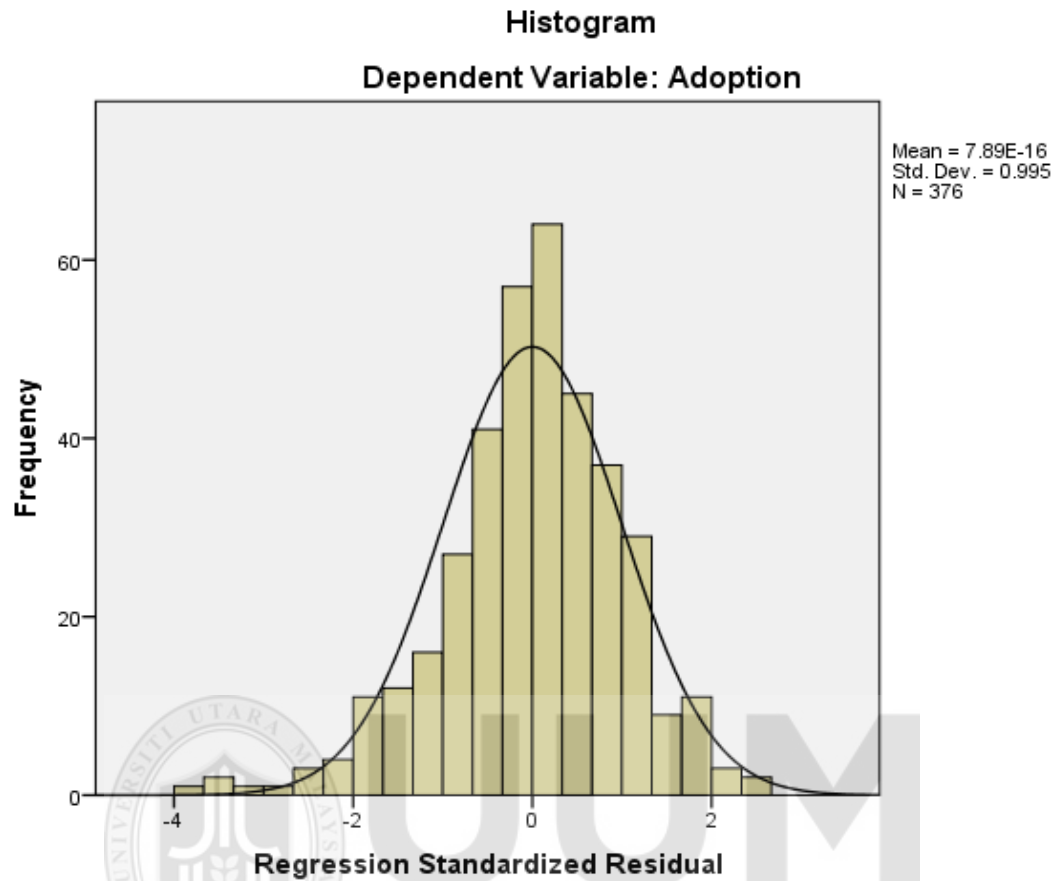
Case Number	Std. Residual	Adoption	Predicted Value	Residual
4	-3.971	3.00	4.6581	-1.65805
111	-3.504	3.00	4.4633	-1.46327
246	-3.398	3.25	4.6692	-1.41915
349	-3.036	3.00	4.2677	-1.26772

a. Dependent Variable: Adoption

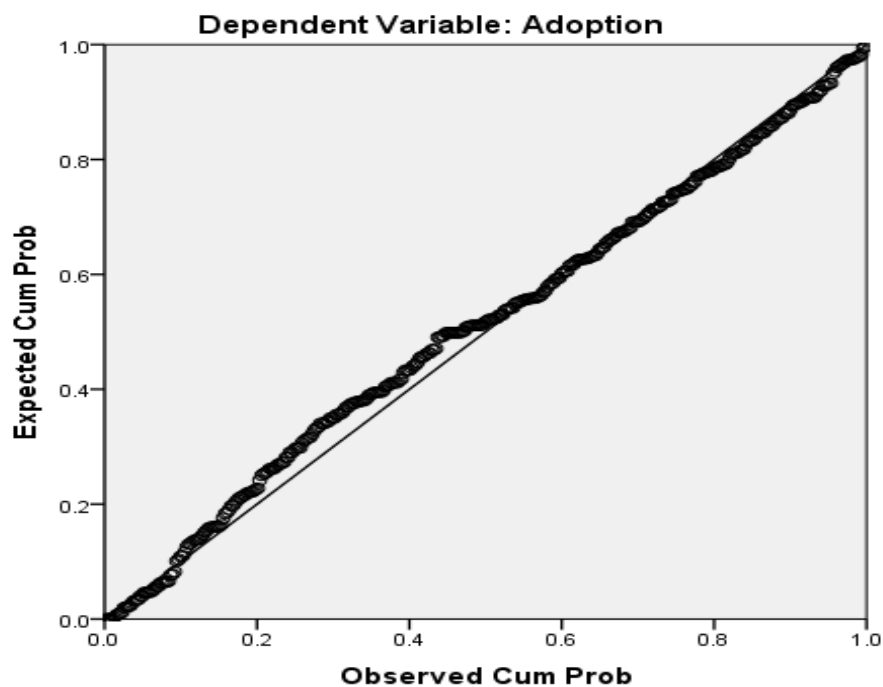
Residuals Statistics^a

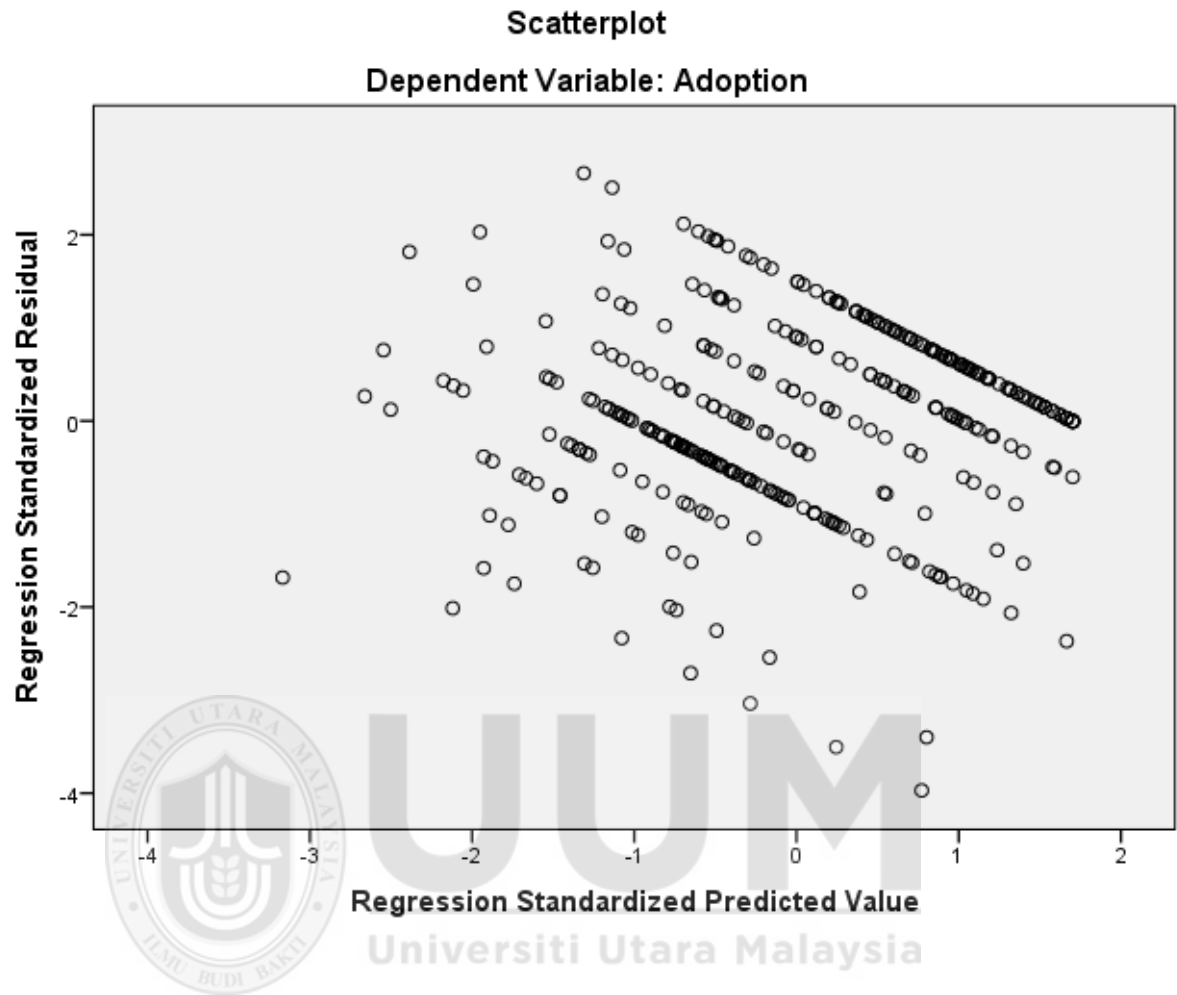
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.2028	5.0018	4.3730	.36943	376
Std. Predicted Value	-3.168	1.702	.000	1.000	376
Standard Error of Predicted Value	.023	.107	.046	.013	376
Adjusted Predicted Value	3.2243	5.0054	4.3728	.36971	376
Residual	-1.65805	1.11163	.00000	.41535	376
Std. Residual	-3.971	2.662	.000	.995	376
Stud. Residual	-4.018	2.696	.000	1.003	376
Deleted Residual	-1.69758	1.13991	.00019	.42208	376
Stud. Deleted Residual	-4.102	2.719	.000	1.007	376
Mahal. Distance	.114	23.678	3.989	3.160	376
Cook's Distance	.000	.077	.003	.008	376
Centered Leverage Value	.000	.063	.011	.008	376

a. Dependent Variable: Adoption



Normal P-P Plot of Regression Standardized Residual





APPENDIX I

LETTER



UUM
Universiti Utara Malaysia



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"MUAFAKAT KEDAH"

UUM/OYAGSB/R-4/4/1
14 November 2017

TO WHOM IT MAY CONCERN

Dear Sir/Madam

DATA COLLECTION

COURSE: Research Paper
COURSE CODE: BPMZ69912
LECTURER: Dr. Nashirah Binti Abu Bakar

This is to certify that the following is a postgraduate student from the OYA Graduate School of Business, Universiti Utara Malaysia. She is pursuing the above mentioned course which requires her to undertake an academic study and prepare an assignment. The details are as follows:

NO.	NAME	MATRIC NO.
1.	Nur Ainil Khairina Binti Ibrahim	821911

In this regard, I hope that you could kindly provide assistance and cooperation for her to successfully complete the assignment given. All the information gathered will be strictly used for academic purposes only.

Your cooperation and assistance is very much appreciated.

Thank you.

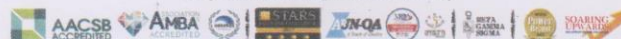
"BERKHIDMAT UNTUK NEGARA"
"ILMU, BUDI, BAKTI"

Yours faithfully

FADHLINA BINTI MD PUDZI
Assistant Registrar
for Dean
Othman Yeop Abdullah Graduate School of Business

c.c - Student's File (821911)

Universiti Pengurusan Terkemuka
The Eminent Management University



To whom it may concern

Dear Sir/Madam

PROOFREAD VERIFICATION

Name : INTAN SURAYA BINTI ZAINOL

Expertise : TRANSLATOR AND INTERPRETER

Work Place : FREELANCE

This is to certify that the following is my detailed background. I have done the proofread on a project paper with title **Factors Influencing the Customer to Adopt E-Banking: A Study of Full-Fledged Islamic Bank in Northern Region of Malaysia** by Nur Ainil Khairina binti Ibrahim (Matric No: 821911).

Therefore, after having some amendment on her project paper, I verified that it was a complete and relevant task given. My pleasure as she may proceed to the next step.

In this regard, I hope that you could kindly provide assistance and cooperation for her to successfully complete the project paper given.

Your faithfully,



.....

Name: INTAN SURAYA BINTI ZAINOL

Position: FREELANCE TRANSLATOR

Phone No: 0195163655